



Position Description

EOC ADVISER

DEPT/PROGRAM: TRIO - Educational Opportunity Centers

REPORTS TO: EOC Program Manager

FLSA STATUS: Non-Exempt, Full-time

SALARY GRADE: 11

JOB TITLE: Specialist 1

LAST REVISED: November 2021

POSITION SUMMARY: Provides one-on-one assistance to participants concerning the college admissions process, financial aid, and other services to improve financial and economic literacy, either in-person, by phone, or virtually.

DUTIES AND RESPONSIBILITIES / ESSENTIAL JOB FUNCTIONS:

1. Assist in completing applications for college admissions, testing, and financial aid.
2. Market the program to recruit participants through outreach initiatives, print materials, broadcast, and through visiting area businesses and community partners.
3. Conduct telephone, virtual, and face-to-face interviews to identify potential participants for program enrollment eligibility and accesses needs.
4. Maintain accurate documentation of each advising session and service provided to students.
5. Keep accurate records of program data necessary for reporting services and activities to the Department of Education and agency.
6. Provides evaluation data for weekly, quarterly, and yearly reports.
7. Meets the required quarterly and yearly target number of participants served while maintaining and meeting program objectives.
8. Conducts financial aid and college and career workshops in target counties.
9. Conducts presentations to promote the program in target counties.
10. Establishes and meets with advisory committees.
11. Establishes and maintains coordinating relationships and partnerships with area community partners, such as but not limited to: post-secondary institutions, adult education programs (HiSET/GED/ABE), high schools, adult high schools, military installments, Departments of Veteran's Affairs, offender re-entry programs, correctional facilities, non-profits, etc.

OTHER JOB RESPONSIBILITIES:

- Complies with all rules, policies and procedures of the agency.
- Maintains confidentiality of client and agency information.
- This job may change at any time for any or no reason.
- It is an essential function of this job to get along with others, to be civil toward others and not threaten anyone's safety, to be respectful of supervisors, co-workers and all others.
- Demonstrate professional behaviors and work habits that comply with agency and program policies and procedures to effectively accomplish program goals and objectives.



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- Does not discriminate in the provision of services and makes sure that no person is excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, activity, or benefit because of race, color, religion, gender (including sexual orientation and gender identity), age, citizenship, ethnicity, national origin, disability, marital status, genetic information, or veteran status unless those exclusions are based upon bona fide qualifications mandated by program service eligibility criteria.
- Performs all other duties as required and assigned.

SUPERVISORY RESPONSIBILITIES: Does not supervise anyone.

ROLE QUALIFICATIONS:

Education Requirements

Bachelor's degree from accredited college or university in education, counseling, human behavior, social services, or social science required.

Experience Requirements

Two years delivering educational and or counseling services for disadvantaged populations, including accessing needs and developing services plans with secondary and post-secondary goals/strategies.

Other Knowledge, Skills and Abilities

- Travel in the service area.
- Weekend work is possible.
- Overnight and/or extended travel in and out of state to attend to meetings as required.
- Computer proficiency is a must.
- Must have demonstrated the ability to work with diverse groups of people, handle multiple tasks, and learn and perform tasks with limited supervision.
- Strong public relations skills, energetic, enthusiastic, self-motivated and good communications skills.
- Must have valid Tennessee driver's license and proof of liability insurance on automobile.
- Ability to make sound decisions.
- Ability to communicate clearly and concisely, both orally and in writing.
- Demonstrated success in overcoming barriers similar to the target population to be served.

WORK SITE: Hawkins, Hancock

WORKING CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit for extended periods; use hands and fingers, to handle or feel objects; and reach with hands and arms. The employee often is required to talk or hear. The employee is frequently required to stand; walk; and occasionally required to stoop, or kneel. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus. The employee must occasionally lift and/or move up to 25 pounds.



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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- The noise level in the work environment is usually quiet to moderate.

ACKNOWLEDGEMENT:

This job description describes the general nature and level of work performed by an employee assigned to the role. It does not imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other duties as requested by the Supervisor/Director. All requirements are subject to change over time.

Supervisor:	Date:
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I acknowledge that this job description is neither an employment contract nor a legal document and does not alter the employment at-will status. I have received, read, and understand the expectations for the successful performance of this job.

Employee:	Date:
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