



JOB DESCRIPTION

TITLE: Administrative Assistant – College of Education

DEPARTMENT: College of Education (COE)

DATE PREPARED: October, 2018

REPORTS TO: Dean, College of Education

FLSA: Non-exempt

POSITION SUMMARY:

The Administrative Assistant is responsible for a wide variety of duties and activities that support students in the College of Education from first inquiry to graduation. Position also includes support for the University faculty and through exemplary customer service in answering phones and helping people to connect with the correct department or program.

This position is responsible for creating and maintaining student files, contracting College of Education Adjunct instructors, developing current course schedules, helping organize events for exposure of program offerings, and enrollment in the various programs.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represent Heritage University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services; learns and uses operating practices of the College of Education and Heritage University.
2. Uphold the Heritage University Mission Statement.
3. Handle confidential information with tact, discretion and in compliance with FERPA regulations.
4. Communicate effectively with admissions, registrar, and advising center personnel to ensure successful transition of new students to programs; works with program Chairs in assigning faculty advisors following completion of pre-advising responsibilities.
5. Communicate effectively with the all university offices, staff, and faculty.
6. Provides administrative support to the College of Education.
7. Track and report projected and actual enrollment numbers for COE to the Dean.
8. Manage undergraduate and graduate student files and reports; provide support for candidate recruitment and transfer student enrollment and course registration. Provide information regarding programs and referrals. Follow up with candidates to ensure files are complete. Coordinate enrollment and programmatic activities with all COE Regional sites.
9. Draft, word process, format and proofread documents, letters, forms, classroom materials, technical materials in support of the COE; correct grammatical, punctuation and spelling errors; copy materials for the COE; receive public and answer telephone calls; manage correspondence, documents, materials and record/log information.
10. Coordinate admission procedures for COE undergraduate programs. Coordinate and schedule candidate admission interviews, Co-teaching and internship interviews and seminars for COE programs.
11. Provide recruiting and marketing services for College of Education (i.e. graduate and undergraduate) programs. Includes inquiries, follow-up contacts, data gathering, events, and developing materials. Participate with activities designed to expand Heritage COE programs and enrollment.
12. Answers and routes Heritage University incoming calls on a complex digital telephone system.
13. With COEP Certification officer, coordinate information on status of student applications, files and program completion.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Baccalaureate Degree preferred or a minimum of 3 years successful administrative assistant/office management experience.
2. Successful experience using a variety of technology-related applications for communication and records management (e.g., Microsoft Office Suite).
3. Excellent interpersonal/written communication skills; strong customer service/public relations orientation.
4. Experience with student recruiting strategies and experience with marketing of programs that result in program exposure and growth.
5. Strong organizational and project management and reporting skills with the ability to prioritize and meet deadlines.
6. Ability to work independently and as a member of a team. Strong work ethic and problem solving skills, punctuality and professional demeanor required.
7. Sensitivity to various cultures and the ability to work as a collaborative team member.
8. Initiative, commitment to accomplishment, and adaptability when needed.
9. Strong time management skills, ability to prioritize tasks and work with multiple directives.
10. Personal transportation and willingness to travel.

OTHER DUTIES AND RESPONSIBILITIES:

Performs other functions as necessary or as assigned by the Dean.

APPLICATION INFORMATION AND DEADLINE Applications should include the following:

- Cover Letter
- Resume
- List of References (*names, addresses & phone numbers of 3-5 current professional references*).
- HU Employment Application LINK:HU App

Review of applications will begin immediately and will continue until the position is filled.

To apply, please email application material to: Humanresources@heritage.edu or Heritage University Office of Human Resources 3240 Fort Road Toppenish, WA 98948