



JOB DESCRIPTION

TITLE: **MLS Program Field Service Representative** *(Part-time)*

COLLEGE/SCHOOL/DEPT: Medical Lab Science

DATE PREPARED: October 2018

REPORTS TO: MLS Program Director

FLSA: Non-exempt status

POSITION SUMMARY:

The primary goal is to provide assistance, support and guidance to MLS Interns while they are training in Walla Walla under the direction of the Program Director

- Serve as proctor for exams
- Serve as program liaison to stakeholders, ex. University, Hospital, Faculty
- Coordinates and supports clinical affiliation sites and student clinical rotations

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents 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 department and Heritage University.

2. Upholds the Heritage University Mission Statement.

3. Handles confidential information with tact, discretion and in compliance with FERPA regulations.

4. Maintain records of concerns brought forward by stakeholders to submit to Program Director.

5. Gather graded work from Clinical Faculty to submit to University Faculty.

6. Exercises good judgement: manages difficult or unusual situations related to testing: test cheating.

7. Maintains an orderly and welcoming environment; greets students, faculty and others with pleasant and professional demeanor.

8. Maintain a positive learning environment in the lecture and test center.

9. Assist in serving as liaison by maintaining excellent working relationships with students, faculty, staff and community members in matters related to all aspects of Heritage University's MLS Program.

10. Mentors students who seek assistance in making informal decisions in the areas that include: academic, social and career opportunities. This may include but will not be limited to; assisting with job shadowing opportunities, creating activities for the students throughout the academic year and scheduling make up events.

11. Actively participates in recruitment, retention and advising for the professional program.

12. Provides coordinating support for student rotation schedule and clinical affiliation sites.

13. Supports the Program Director in maintaining relationships with the clinical sites.

14. Assists in the coordination of students' clinical rotations and enrichment activities.

15. Troubleshoot learning management software.

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other functions as necessary or as assigned and have the willingness to work a flexible schedule.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- A. **Knowledge:** Experienced Medical Laboratory Technologist
- B. **Skills:** Strong interpersonal skills and ability to effectively communicate with diverse populations while treating all people with respect.
- C. **Abilities:** May be exposed to infectious diseases, biohazardous and hazardous materials and regulated medical waste; physical requirements include: prolonged periods of sitting and walking

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