



JOB DESCRIPTION

TITLE: *Student Life Office Aide*

DATE PREPARED: *January 8, 2019*

COLLEGE/SCHOOL/DEPT: *Student Affairs*

FLSA: *Non-exempt*

REPORTS TO: *Director of Student Life and Student Life Coordinator*

Hours: *10 hours/week*

POSITION SUMMARY:

Student Life Office Assistant will provide direct support to the Student Life Department. It requires full proficiency in general office functions as well as the ability to learn and use a significant level of technical knowledge of the department or area of assignment. The position at this level typically works with considerable independence and exercise judgment and discretion in handling assigned responsibilities, including the ability to resolve problems, exceptions and variations in the work or department services. Support functions can include assisting with event coordination, distributing correspondence, updating the website and social media, and assisting with other duties as needed. This position will uphold the mission of the Student Life Department which is to engage students in extracurricular and co-curricular activities to increase student retention; provide leadership opportunities that will complement future career goals; and provide professional development to meet student needs and maintain a well-balanced student experience.

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. Upholds the Heritage University Mission Statement.
2. Handles confidential information with tact, discretion and in compliance with FERPA regulations.
3. Updates social media websites and the main website for Student Life. Develops Student Life flyers, promotes events on campus, and updates and distributes student targeted announcements. Responds to general email inquiries. Updates the calendar with upcoming events, campus monitors, and Student Life informational brochures.
4. Works with staff to coordinate, setup, and take down events. Submits event request forms, generates work orders for room set up, and creates agendas. Assists with drafting, preparing, and organizing material resources for events. Visits other departments to promote Student Life sponsored events across campus. Works with participants during and after the events.
5. Operates office equipment such as computers, printers, copy machines, and scanners, along with a variety of office software applications including Word, Excel, PowerPoint, Adobe, Outlook Email, and Outlook Calendar. May need to troubleshoot equipment and contact service areas for repairs or support.
6. Evaluates problems and responds to questions regarding departmental services, documents, or notices. Refers inquiries to appropriate individuals and/or offices. Provides the public, students, and employees with general procedural and/or specific information regarding department programs or services. Distributes and explains forms or requests. Schedules appointments.
7. Creates, maintains, and files documents both physically and electronically.
8. Distributes, sorts, and collects mail for all Heritage University departments. Tracks and maintains inventory of department supplies. Organizes work files. Maintains an orderly and welcoming office environment.

OTHER DUTIES AND RESPONSIBILITIES:

Assists with varied direct functions of our division department.
Performs other functions as necessary or as assigned.

MINIMUM QUALIFICATIONS:

Must be enrolled at HU as an undergraduate student and have a GPA of 2.5 or higher.
Office assistant and/or customer service experience preferred.
Experience working in an office setting is highly desirable.

Knowledge:

- Must be able to communicate effectively over the phone and by electronic correspondence. A high priority is placed on business writing skills and the ability to take responsibility of work assignments.
- Maintain cooperative peer relationships and is teamwork oriented.
- Experience working with diverse students as well as potential first generation college students, students from low income backgrounds, and students with disabilities.
- Adherence to professional standards in regards to conduct, dress, and timeliness.
- Commit to deadlines and complete projects on time.

Skills:

- Work independently but are willing to take directions and ask questions to ensure projects are in-line with the department's vision.
- Must be friendly, approachable, and dependable.
- Familiar with basic office skills, capable of working with minimal direct supervision and able to follow instructions.
- Maintain an effective level of organization and confidentiality.
- Possess excellent interpersonal, written and verbal, and listening communication skills.

Abilities:

- Stay on task and complete job requirements even when the office may become busy.
- Work under pressure, meet deadlines, and make decisions and independent judgments.
- Work in a team environment.
- Eager to reflect on and improve performance.

APPLICATION INFORMATION AND DEADLINE Applications should include the following:

- Letter of Interest
- Resume
- HU Employment Application LINK:HU App

Closing Date: January 28, 2019

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