



TITLE: Enrollment Services Office Aide

COLLEGE/SCHOOL/DEPT: Admissions

DATE PREPARED: May 2019

REPORTS TO: Coordinator of Undergraduate Enrollment

FLSA: Non-Exempt

POSITION SUMMARY:

The Office of Admissions is responsible for maintaining the enrollment pipeline of students to Heritage University. This is accomplished through recruiting efforts and accurate and efficient processing of admission applications to the university. The Office of Admissions is the first point of contact for prospective students, parents, and other members of the community; prompt, accurate and courteous customer service is critical to the successful operation of this office.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in the most positive manner with prospective, former and current students, alumni, clients, and the community we serve. Interacts effectively with a diverse group of faculty, staff, students, alumni 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. Collaborates with staff in Admissions, Financial Aid and the Registrar's Office to deliver mission critical services to new and returning students, and alumni.
5. Create and maintain hard copies of student files. Maintain all department paper and electronic filing systems according to office records retention schedules and handle confidential student information with tact, discretion and in compliance with FERPA regulations.
6. Maintain, revise and update MS Outlook office contacts and calendars for Admissions Office staff. Schedule appointments as necessary for students and prospective students for admissions counseling, advising, placement testing, and others as needed.
7. Supports Enrollment Services front desk as a potential first point of contact for the Office of Admissions which includes phone, email, and in-person inquiries and visitors. Maintain an orderly and welcoming office environment, greet all visitors with pleasant and professional demeanor, and assist visitors in locating campus resources and services (including other offices on campus, parking information, local information about Toppenish and/or Yakima Valley).
8. Answers incoming calls and directs callers to the appropriate department and staff.
9. Coordinate appointments and office calendar for Admissions, Financial Aid and the Registrar's Office.
10. Other duties as assigned by the Operations Manager.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Substantial experience with customer relations and/or student services is essential.
2. Must have the ability to listen well, identify students' needs and to direct them to the appropriate office for an efficient resolution to enrollment issues.
3. Able to use multi-line phone system, Must be able to type 50+ words per minute.
4. Strong technology skills, including knowledge of Microsoft Office tools, strongly preferred.
5. Experience working in a professional setting with a high level of activity and confidentiality.
6. Excellent communications skills. Fluency in Spanish a plus.
7. Proven record in working successfully with diverse populations with strong commitment to effective, efficient customer service.
8. Must have a demonstrated ability to balance multiple projects and manage competing priorities.
9. Positive attitude and ability to adapt to change.
10. Ability to interact professionally and collaboratively with internal and external individuals, departments and organizations.
11. Professional dress required.

QUALIFICATIONS:

- AA degree preferred.
- 2-3 years experience, preferably in a higher education or customer service setting.

APPLICATION INFORMATION AND DEADLINE Applications should include the following:

- Cover Letter
- Resume
- 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 Office of Human Resources Simkins (Alder) Building, room 2149.