



Heritage University

JOB DESCRIPTION

TITLE: Office Assistant, COE

COLLEGE: Education

DATE PREPARED: September 2019

REPORTS TO: College of Education Chairs

FLSA: Non-exempt

POSITION SUMMARY:

The Office Assistant is responsible for providing prompt, accurate, courteous customer service and clerical support in the College of Education (COE) to faculty, staff, and students. The Office Assistant represents COE in the most positive manner to a diverse group of prospective, former and current students, campus colleagues, and the communities we serve, upholding the Heritage University Mission Statement.

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. Communicates effectively with all Heritage University staff, faculty, and students, including regional sites.
5. Provides administrative support to College of Education. This includes, but is not limited to maintaining MS Outlook office contacts and calendars, answering phones, responding to inquiries and organizing events.
 - a. Receives visitors and answers phone calls in accordance to the university policy; provides information/assistance or routes caller to appropriate faculty or staff member. Assist with contacting students and/or adjunct faculty by telephone or email for notification of canceled classes or class changes.
 - b. Serve as the point of contact for the Simkins Center copier (i.e. call for maintenance, reordering supplies and assigning of new copier codes.)
6. Assists in preparation of correspondence and reports for COE faculty, for other offices on campus, and for outside constituencies. This work includes, but is not limited to, formulating data in Excel, creating PowerPoint presentations, mail merges, basic proofreading, and printing and copying letters.
7. Manage the electronic storage of all course syllabi for the College (undergraduate and graduate).

8. Assist in event preparation for COE. This includes, but is not limited to: location scheduling and reservations, ensuring appropriate room accommodations for type of event, assisting with preparation of necessary materials in advance of meeting/event, assisting with catering orders/pick-up/delivery, assisting in returning any spaces to original condition, ensuring adequate communication with all of the parties involved (regarding meeting location, directions, parking).
9. Organize technology support for the faculty and staff of COE.

OTHER DUTIES AND RESPONSIBILITIES:

1. Maintains supplies inventories and prepares orders for office supplies.
2. Make travel arrangements.
3. Performs other related duties as necessary or as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- A. **Knowledge:** Office assistant vocational degree or equivalent education. One year of office experience in professional setting with a high level of confidentiality required. Experience working in a college or university preferred.
- B. **Required skills:** Works well in a team-oriented environment with an emphasis on collaboration. Possesses a high level of interpersonal skills, diplomacy, and professionalism. Maintains advanced proficiency in Microsoft Office software, including Word, Excel, PowerPoint, and Outlook. Demonstrates basic proofreading skills and attention to detail.
- C. **Abilities:** Must be able to lift 25 lbs. or more to file and store documents, be able to walk across campus to obtain mail including boxes, be able to maintain a professional manner and a high level of loyalty, as well as strong commitment to the mission of Heritage University. Sensitivity to working within multicultural setting is imperative. Professional dress for an office environment is required.

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