



## JOB DESCRIPTION

**TITLE: Phone Operator Assistant**

**COLLEGE/SCHOOL/DEPT:** Admissions, Student Services

**DATE PREPARED:** May 2019

**REPORTS TO:** Coordinator of Undergraduate Enrollment

### POSITION SUMMARY:

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

### PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Collaborates with staff in Admissions, Financial Aid, Registrar's Office and Student Accounts to deliver mission critical services to new and returning students, and alumni.
2. Supports Heritage University as a potential first point of contact which includes phone calls. Answers inquires by phone, screen and route phone calls related to department services, programs and operations.
3. 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.)
4. Performs other functions as necessary or as assigned.
5. Upholds the Heritage University Mission Statement.
6. Handles confidential information with tact, discretion and in compliance with FERPA regulations.

### Education Benefits to be derived by students on this job:

- Customer services, work with different supervision levels, organization skills, and time management.
- Develop abilities to follow directions, complete tasks, and report progress.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Dependable and Reliable
- Strong technology skills, including knowledge of Microsoft Office tools, strongly preferred.
- Courteous and professional disposition.
- Willingness to be of assistance to others.
- Excellent communication skills. Fluency in Spanish a plus.
- Ability to listen and follow directions.
- Ability to perform repetitive routine tasks.
- Commitment to maintaining confidentiality.
- Ability to work in a fast paces environment.
- Positive attitude and ability to adapt to change.
- Professional dress required.
- Strong telephone etiquette skills.

## **V. AUTHORITY AND ACCOUNTABILITY**

Accountable to Nursing Chair and Director of the BSN Program

Direction provided to administrative staff, simulation suite student workers, and nursing students.

**APPLICATION INFORMATION AND DEADLINE:** Applications should include a cover letter, vitae/resume, transcripts (copies acceptable for initial screening), and names, addresses, e-mail addresses and phone numbers of 3-5 current professional references.

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

**To apply, please email application material to:** [Humanresources@heritage.edu](mailto:Humanresources@heritage.edu) or Heritage University

Office of Human Resources 3240 Fort Road Toppenish, WA 98948