



POSITION TITLE: **STEM Student Case Manager** DATE POSTED: January 11, 2022

DEPARTMENT: Student Affairs FLSA: Non-Exempt

REPORTS TO: Vice President for Student Affairs & Director of Title III HSI-STEM Grant

POSITION SUMMARY:

Provide direct support to students seeking degrees in the fields of STEM/Pre-health. Works closely with admissions, advising, faculty and student support services to develop systems that help aspiring STEM students to succeed. This position will focus on a holistic effort, incorporating Heritage University resources for overall student success and retention in the STEM/Pre-health fields.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Maintains confidentiality of all student information in compliance with FERPA. Maintains confidentiality, professionalism, and teamwork with supervisors, staff, and students.
2. 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.
3. Upholds the Heritage University Mission.
4. Serve as the primary academic advisor and mentor for incoming freshman interested in STEM majors. Registers students for courses based on choice of STEM major, and other career goals.
5. Work with the Registrar and Faculty to develop STEM meta major academic plans.
6. Serve as a mentor, role model, retention specialist, career advisor, connecting students with Heritage academic and support services, such as tutoring, counseling, and social and mental health programs as necessary.
7. Draft correspondence, schedule regular meetings with students in groups and individually, monitor student progress and grades, develop intervention and support strategies as needed.
8. Create and maintain an assessment system working with the Program Director to support grant reporting, including data collection and analysis.
9. Travel and participate in STEM related student field trips, New Student Orientation, and other activities to support STEM students.

10. Assist students and faculty with researching experiential learning opportunities, graduate programs, scholarships, and other career opportunities in the STEM fields.
11. Willingness to learn in highly motivated and diverse team environment to provide assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet the needs of students.

OTHER DUTIES AND RESPONSIBILITIES:

Participate in recruiting events to assist with sharing information and resources with school officials, incoming students, stakeholders, and the community.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Bachelor's degree required
2. Exceptional ability to collaborate and communicate effectively with students, faculty, staff, and administration. Three (3) or more years working in schools and/or higher education. Ability to multitask and organize to support students at different stages in their program and with different needs.
3. Must have experience with assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet the needs of students.

SKILLS PREFERRED:

Degree in a STEM or STEM related field preferred

Master's Degree Preferred

Bilingual Spanish and English preferred

Mentoring, Tutoring, and advising experience preferred

APPLICATION INFORMATION AND DEADLINE: Applications should include the following:

- Cover Letter
- Resume
- Three professional references including name, email and phone
- HU Employment Application

Review of Application 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.

Heritage University is an equal opportunity/ equal access/ affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive order regarding non-discrimination and affirmative action.