



JOB DESCRIPTION

TITLE: Advising & Retention Specialist

DEPARTMENT: TRIO Student Support Services/Student Affairs

REPORTS TO: Program Director

FLSA: Non-Exempt

SALARY RANGE: \$40,000 - \$45,000

POSITION SUMMARY:

The Advising & Retention Specialist at Heritage University will provide a comprehensive and culturally sensitive set of support services designed to ensure students' academic success as measured by high retention and graduation rates. The Advising & Retention Specialist is Responsible for executing required services per grant objectives, such as advising, designing services, coordinating events and resources, and intervening in participants' academic and personal needs.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Provide academic support for TRIO students. This includes but is not limited to, determining student need for services, determining areas of interest for declaring a major, and maintaining an 80% retention rate for all students in the caseload.
2. Maintain a caseload of 160 students while monitoring grades, persistence status, and student needs.
3. Handle confidential student information with tact and discretion and in compliance with FERPA regulations.
4. Provide career guidance and counseling. This includes but is not limited to: primary selection, resume review, job search strategies, cover letter writing, career interest inventories, and connections with career resources both inside and outside the university.
5. Lead staff in the planning and executing student events for retention purposes as specified in S3 grant (student success workshops, graduate school exploration, cultural experiences, and welcome back programs and awards ceremonies).
6. Lead and supervise program mentors/mentoring Program.
7. Provide personal counseling as needed, determining when referrals to other agencies or HU departments are the most appropriate.
8. In partnership with the ADA Office, conduct advocacy outreach for at-risk students.
9. Work with other "Heritage Team" members to promote individual student success (Financial Aid, Student Affairs, faculty advisors). Assist students in resolving financial aid or other holds (registration, business office, etc.).
10. Participate in state, regional, and national conferences and meetings to maintain knowledge of current industry best practices and federal grant guidelines.
11. Develop reports and metrics supporting the Annual Performance Review submission to the Department of Ed.
12. Represent Heritage University most positively with prospective, former, and current students, clients, suppliers, and the community we serve.
13. Interacts effectively with diverse faculty, staff, students, and other customers of our services and learns and uses the department's and Heritage University's operating practices.

14. Uphold the Heritage University Mission Statement.

15. Other duties as assigned by the Project Director.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Knowledge:

Bachelor's Degree required in Education, Counseling, Social Work, Psychology, or a related field.

Experience with caseload management, preferably in an educational setting and/or with high-risk clientele. Experience in advising or counseling low-income and diverse populations and ability to effectively communicate and relate with SSS students.

Knowledge of student developmental theories and how to apply these theories in an academic environment.

Demonstrated experience in project management for higher education programs serving diverse students preferred.

Demonstrated ability to develop effective working relationships with faculty, campus officials, staff, community agencies, schools, and students from diverse backgrounds required.

Knowledge of ADA laws and regulations.

Bilingual/Biliterate English/Spanish is preferred.

Work Environment:

Work is primarily performed in a university campus environment and requires a flexible schedule that may include some evening work. Staff may also be asked to use their vehicle to travel to meet with employers and attend off-campus community events.

BENEFIT PACKAGE (benefit eligible is at least .75 FTE):

- Health Benefits – medical, vision, prescription, and dental
- No cost life insurance.
- Paid Time Off
- 21 Paid Holidays
- Matching 403(b) Contribution after a year of service.
- Tuition Waiver Programs
- Additional plans are available for purchase. This includes AFLAC and additional life & AD&D insurance.
- Many other employee engagement programs.

APPLICATION INFORMATION AND DEADLINE: Applications should include the following:

- Cover letter (please address all position qualifications – required and preferred)
- Resume
- List of References (names, email addresses & phone numbers of 3-5 current professional references)
- HU Employment Application LINK: [Employment Application](#)

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

Qualified candidates may submit 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 complying with all Federal and State laws, regulations, and executive orders regarding non-discrimination and affirmative action