



JOB DESCRIPTION

TITLE: Student Support Coordinator

DEPT: Student Affairs

REPORTS TO: Director of Retention

FLSA: Non-Exempt

SALARY: \$36,000 - \$37,500 (*position funded for 1 yr, subject to funding renewal for continuation*)

POSITION SUMMARY

The Student Support Coordinator is responsible for leading student retention and success efforts for Native American students. This role supports students holistically, academically, culturally, and personally, through proactive advising, retention efforts, and engagement activities rooted in relationship-based and culturally responsive practices. The coordinator collaborates across departments to create an inclusive campus climate that reflects the values, traditions, and social needs of Native American students.

KEY RESPONSIBILITIES:

- Uphold the Heritage University Mission and Vision.
- Represent 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, learn and use operating practices of the department and Heritage University.
- Handle confidential information with tact, discretion and in compliance with FERPA regulations.

Advising & Retention

- Provide first-year advising and academic support for Native American students.
- Utilize a culturally responsive advising model that includes academic planning, career exploration, financial aid assistance (FAFSA/tribal scholarships), and barrier identification.
- Monitor early alerts, attendance, and midterm/final grades for timely, proactive intervention.

Enrollment & Outreach

- Provide support and assistance in identifying Native American students through admissions and advising processes.
- Collaborate with Admissions to support high school outreach in tribal and local communities (e.g., Wapato, White Swan, Toppenish).
- Maintain a visible presence at university outreach events such as New Student Orientation and Spring Fair.

Student Engagement & Event Coordination

- Will support and/or assist with cultural events that promote community, cultural identity, and student visibility (e.g., Native American Heritage Month, film nights).
- Assist in annual events such as "Honoring Our Elders" with Advancement and campus partners.
- Support Native American clubs and leadership development initiatives, including AIBL and HUNAC student organizations.

Community & Professional Development

- Support and/or assist in maintaining active partnerships with tribal liaisons, community organizations, and external stakeholders to promote student success.
- Represent the university at community events such as powwows and conferences.
- Participate in relevant training and professional development opportunities (e.g., Trauma-Informed Care, Indian Higher Education, etc.)

QUALIFICATIONS:

- Bachelor's degree in social work or related field, or equivalent experience in working with Native American students.
- Demonstrate experience working with diverse student populations is highly preferred.
- Strong written, verbal, and interpersonal communication skills.
- Ability to thrive in a highly collegial, service-oriented faculty dedicated to improving education in diverse settings.
- Familiarity with social media platforms commonly used by undergraduate students.
- Reliable transportation and willingness to travel as needed.
- Ability to engage effectively with Heritage University, Yakama Nation, and other tribal nations.

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

- Health Benefits – medical, vision, prescription, and dental
- 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.