



JOB DESCRIPTION

TITLE: Academic Advising and Retention Specialist

DEPARTMENT: Student Affairs- Academic Advising

LOCATION: Tri-Cities site

REPORTS TO: Director of Advising

FLSA: Non-Exempt

SALARY: \$50,000 to \$55,000

POSITION SUMMARY:

The Academic Advising and Retention Specialist is responsible for providing academic advising to approximately 200 Heritage University undergraduate students, including approximately 50 first-year freshmen. Through these efforts, these students will receive advising and retention services, using case management principles with a holistic advising approach. With a significant focus during the students' first year of enrollment. This position is in person at the Tri-Cities site.

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, learn and use 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. Advises Heritage University students on the following processes: financial aid, student accounts, academic placements, general university college requirements (GUCR), degree programs, First Year Experience programming, and declaration of major. Assists undergraduate advises with course registration, ensuring that class selection is in alignment with GUCR and the intended degree program.
5. Manages a caseload of approximately 200 Heritage University undergraduate students, including approximately 50 first-year freshmen, assessing individual student needs, providing follow-up, and connecting to resources to best support their success plan. Meets with individual first-year advisees monthly to discuss their progress, successes, challenges, and appropriate interventions towards meeting their academic and success plans.

6. Ensures that the registration, FAFSA completion, student accounts, attendance, grade checks, academic and financial aid holds, and declaration of major statuses of all active advisees are complete and current. Provides appropriate intervention as needed.
7. Assists students with identifying vocational interests and career exploration. Advise on the academic pathways to achieve their goals.
8. Assists with the development, implementation, and facilitation of skills development workshops. This will include topics such as time management, studying, test-taking, note-taking, technology, and career-focused soft-skills.
9. Engages in university retention efforts, including responding to faculty retention requests for advisees. Connects to the appropriate support for its resolution.
10. Assists with the planning and facilitation of campus events as needed, including university orientations and programs that promote a sense of belonging.
11. Participate in state, regional, and national conferences and meetings to maintain knowledge of current industry best practices and grant guidelines.
12. Perform other functions as necessary or as assigned by the Director of Advising.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

- Bachelor's degree required; master's degree preferred.
- 2 years' experience working in higher education preferred.

Skills:

- Possess a high level of interpersonal skills and professionalism.
- Able to use multi-line phone system, Microsoft Windows operating system, Microsoft Office suite, and online meeting platforms required, knowledge of Jenzar student information system a plus.
- Able to communicate in an advising capacity, present information, and lead activities and events to first-year students in group formats.
- Bilingual/biliterate/bicultural in English/Spanish is preferred.

Abilities:

- Experience working in a professional setting, with a high level of activity and confidentiality, both in a team environment and independently, especially in higher education, preferred.
- Experience working with programs providing services to multicultural college students who are low-income, first-generation, disabled, and from special populations, and evidence of overcoming barriers like those confronted by similar populations, especially in higher education, is preferred.
- Demonstrated ability to develop effective working relationships with faculty, campus officials, staff, community agencies and schools, and students from diverse backgrounds required.
- The ability to work some evening and weekend hours is required.
- *Professional dress required.*

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

- Health Benefits - medical, dental, and vision
- No cost life insurance
- Paid Time Off
- 21 Paid Holidays
- Matching 403(k) Contribution after a year of service.
- Tuition Waiver Program- 6 month waiting period
- Additional plans are available for purchase. This includes AFLAC and additional life & ADD 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: [HU Application](#)

Review of complete applications, with the listed above, will begin immediately and will continue until the position is filled. Position is subject to grant funding.

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 comply with all Federal and State laws, regulations, and executive orders regarding non-discrimination and affirmative action.