



## JOB DESCRIPTION

**TITLE:** Coordinator of ASC Operations/Intake Specialist  
**DEPT:** Academic Affairs  
**REPORTS TO:** Director of the Academic Skills Center (ASC)  
**FLSA:** Non-exempt  
**SALARY:** \$42,500 – \$47,000

### POSITION SUMMARY:

This position aims to support students and the Academic Skills Center Leadership Team in maintaining a welcoming and inclusive learning space in a customer service-oriented environment. The role involves managing front desk operations, assisting with administrative tasks, record keeping, and facilitating connections between students and tutoring services. Through strong communication, problem-solving, and organizational skills, this role contributes to the smooth operation of the ASC and enhances student success. **LOCATION:** On-site at the Toppenish campus with occasional support at the Kennewick campus

### PRINCIPAL 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 diverse groups of faculty, staff, students and other customers of our services; learns and uses 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 and internal policies.
4. Manages the front desk, including handling phone inquiries, directing calls and messages to the appropriate staff member/department; greets all guests and students courteously, and facilitates the seamless connection between clients and ASC services while maintaining a neat and orderly workspace.
5. Hosts online collaboration platforms that support Toppenish and Tri-Cities locations, including greeting all visitors, managing breakout rooms for tutors and clients in the ASC Virtual Space, and responding to inquiries or requests on the ASC live chat tool on MyHeritage.
6. Assists in the day-to-day supervision of tutors as it relates to the overall maintenance of a positive learning environment in the ASC's virtual and physical spaces. This includes training tutors on operational functions such as the daily task lists, data entry, equipment maintenance, troubleshooting, scheduling and time clock applications, and Zoom facilitation.
7. Creates and updates standard operating procedures for the ASC Front Desk Instruction Manual and intake specialist work.
8. Learns and uses ASC applications and tools to assist clients and tutors in scheduling tutoring and small group study rooms.
9. Completes administrative tasks that support the tutoring hiring cycle, such as tracking the onboarding process and maintaining personnel data records for a team of 20-30 tutors and staff.
10. During winter and summer intersessions, this position supports placement test proctoring, including student outreach, appointment management, and record keeping.

11. Maintains and supports the learning space equipment and supply inventories, including ordering supplies and drafting purchase orders.
12. Demonstrates integrity and accountability by making sound decisions that align with the ASC's mission and values.
13. In the absence of direct supervision, takes ownership of tasks to ensure smooth tutoring center operations, and consistently follows protocols.

#### **ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Participates in tabling events in Toppenish and Tri-Cities to promote the ASC's services.
- May include submitting tutoring session logs when appropriate, joining tutor training to help host or engage in role-playing scenarios, and helping to plan and organize internal staff celebrations or events.
- Supports the Leadership Team with administrative tasks as needed, such as drafting flyers or marketing materials, booking team meetings, photocopying or scanning, collecting time sheet signatures, and periodically taking meeting notes.
- Performs other functions as necessary or as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

*Every entry in this section **must** be supported by the **Principal Duties and Responsibilities** section. This section is critical in determining the areas of the position that may and may not be accommodated under the ADA. This section outlines:*

##### **Knowledge**

Education: Associate degree required; bachelor's degree preferred.

Experience: 2 years of relevant work experience required, preferably in academic support services in higher education.

Software and Communications Platforms: Proficiency with Windows operating systems, including Microsoft Office applications, general file management, and keyboarding. Comfort adapting to various workplace collaboration platforms.

##### **Skills**

Communication: Strong verbal and written communication. The ability to adjust language and tone to communicate effectively with various stakeholders (students, tutors, faculty, and administrators). Explaining procedures and tutoring services in an accessible way.

##### **Abilities**

Adaptability: Working productively in an atmosphere that fluctuates from high-energy and fast-paced to quiet and calm.

Resourcefulness: Seeking out and testing potential solutions when encountering something new and problem-solving in unfamiliar situations.

Situational awareness: Being aware of the dynamics in the learning environment and adjusting to the support needs accordingly. The ability to anticipate the needs of others and reprioritize them in response to unexpected situations.

Interpersonal awareness: Recognizing cues in body language, tone, and behavior to gauge comfort levels. Navigating tense situations with professionalism. Ensuring staff and clients feel heard and supported.

Systems thinking: Understanding how tutoring center protocols contribute to overall operations and anticipating the effects of deviations. For example, anticipating that recording session details incorrectly could lead to additional data processing time or incorrect billing during the payroll process, weeks later.

**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(b) Contribution after a year of service.
- Tuition Waiver Program
- Additional plans are available for purchase. This includes AFLAC and additional life & ADD insurance.
- Many other employee engagement programs.

**APPLICATION INFORMATION AND DEADLINE:**

Applications-Required information please 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 submitted*, with the listed above, will begin immediately and will continue until the position is filled.

Qualified candidates may submit application material to: [HumanResources@heritage.edu](mailto: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.*