



**TITLE:** Academic Skills Center Tutor (Tri-Cities Campus)

**DEPARTMENT:** Academic Skills Center

**REPORTS TO:** Director of the Academic Skills Center (ASC)

**FLSA:** Non-Exempt status, Part-Time

**SALARY:** \$17.13 Undergraduate / \$20.70 Bachelor's degree or higher

**POSITION SUMMARY:**

Heritage University hires tutors for work in the Academic Skills Center (ASC) on campus, online, or in other approved locations. Tutors provide academic support to Heritage University students through one-on-one and small group tutoring sessions in subjects that the tutor has been hired to support. Tutors facilitate learning and serve as guides and coaches to assist students in becoming successful, independent learners. Tutors in the ASC support a variety of academic and student support programs, including TRIO, as well as providing direct tutoring to the greater Heritage and Yakima Valley communities. Heritage University hires tutors for work in the Academic Skills Center (ASC) on the Toppenish or Kennewick campuses, online, or in other approved locations.

This position is specifically based at the Kennewick campus, where the tutor operates with greater self-direction and serves as an important on-site resource for students who may have limited access to the full range of support services available at the main campus.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Represent Heritage University in the most positive manner with current, prospective, and former students, and the community we serve.
2. Interact effectively with a diverse group of faculty, staff, students, and other customers of our services.
3. Learn and use operating practices of the department and Heritage University.
4. Uphold the Heritage University Mission Statement.
5. Handle confidential information with tact and discretion, and in compliance with FERPA regulations.
6. Attend and participate in training and professional development as needed, depending on experience.
7. Tutor students in specific course material and integrate study skills and learning strategies to promote independent learning. Discuss skills and strategies such as time management, study strategies, and navigating the university environment.
8. Maintain a consistent weekly schedule of work hours for group or one-on-one tutoring sessions as walk-ins or scheduled appointments.
9. When requested, meet with instructors of the courses you are tutoring to discuss your role as a tutor and obtain any information that will assist you in tutoring effectively.
10. When requested, visit classes to inform students about ASC services, your availability for the courses you tutor, and reach out to students who are struggling or have been referred for services.
11. Keep and maintain regular and accurate electronic and/or paper records of tutoring sessions.
12. Develop a good understanding and knowledge of college services, support, and resources. Research and know how to use student resources such as Anthology Portfolio, Purdue OWL, and MyHeritage.
13. Develop handouts and other instructional materials for students, work on projects assigned, and help keep the center running smoothly and efficiently.
14. Help maintain an orderly and clean working environment.
15. Greet visitors, students, faculty, and staff visiting the ASC learning space.

**OTHER DUTIES AND RESPONSIBILITIES:**

1. Performs other functions as necessary or as assigned.

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

**Knowledge:**

The ideal candidate will hold a Bachelor's degree in the subject area to be tutored, or a closely related field, and must demonstrate documented academic proficiency; an unofficial transcript showing grades of A's or B's in relevant coursework is

acceptable. In lieu of faculty recommendations, professional references who can speak to the candidate's subject knowledge and reliability are welcome.

In rare cases, candidates who have not yet completed a Bachelor's degree may be considered if they can demonstrate significant, verifiable experience in the subject area with strong recommendations that speak to their readiness to perform at the level this position requires. Such exceptions will be evaluated on an individual basis.

### ***Skills/Disposition:***

The ideal candidate should possess a genuine interest in helping other students to develop study skills, build confidence, and acclimate to college-level coursework, as well as extensive knowledge of the subject being tutored and the ability to communicate that knowledge to tutees; experience in leadership and learning strategies is a plus.

The candidate should demonstrate an excellent level of responsibility, reliability, and punctuality; act with integrity and responsibility; exhibit appropriate and professional behavior at all times; be self-motivated; and accept supervision and constructive feedback and implement recommendations for improvement as directed.

As this position is based at the Tri-Cities campus, the candidate must demonstrate the ability to work with a high degree of independence. Because day-to-day supervision from main campus leadership may be limited, the ideal candidate will be confident in exercising sound, professional judgment, taking initiative when appropriate, and navigating situations with minimal guidance. The ability to self-direct, prioritize effectively, and recognize when to seek input from supervisory staff is essential.

The candidate should also be committed to creating a welcoming and positive environment and be sensitive to student diversity; demonstrate above-average creative problem-solving, critical thinking, patience, and decision-making skills.

### ***Abilities:***

- *Communicate in a concise and effective manner, both verbally and in writing.*
- *Learn and navigate operational platforms and tools, including scheduling and timecard apps, shared drives (such as Google Drive), and electronic document signing; follow established protocols for each as directed.*
- *Adjust tutoring strategies as needed to meet various learning preferences or needs of students.*
- *Build and maintain professional, collegial relationships with students, staff, and faculty across all levels of the institution.*
- *Approach student challenges with empathy and patience, recognizing that difficulty with coursework is a normal part of the learning process.*
- *Demonstrate the ability to self-direct; manage responsibilities, prioritize tasks, and make sound decisions with minimal day-to-day supervision.*
- *Maintain excellent attendance and punctuality, manage time effectively, and present oneself according to casual professional dress standards.*
- *If tutoring online, be willing to keep web camera on while working with students during shifts.*
- *Wear a nametag at all times or other identifying gear, if provided.*

## **APPLICATION INFORMATION AND DEADLINE**

To be considered for a tutor position, candidates must apply online at this [EMPLOYMENT APPLICATION. LINK](#). Alternatively, you can find the link at the top of this employment page, under Employment Applications.

Review of applications will take place before the start of each semester or as needed. ASC staff will seek out faculty recommendations or professional recommendations, and qualified applicants will be contacted for an interview.

Note the ASC typically does not hire freshmen candidates, but may make exceptions for those with exceptional academic backgrounds and/or formal tutoring experience. Freshmen are also welcome to submit applications for us to keep on file for future consideration.

This position is subject to funding and subject coverage needs. If you have any questions, please contact the Director of the ASC, Karita Maltos, at [ASC@heritage.edu](mailto:ASC@heritage.edu) or (509) 865-0407.

*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 orders regarding non-discrimination and affirmative action.*