



**TITLE:** Academic Skills Center Tutor (Toppenish 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 Toppenish campus, where the tutor operates within the larger ASC team of tutors. Tutoring hours take place on-site, whether in an in-person or online appointment. Remote tutoring is generally reserved for tutors with one or more years of experience with the ASC.

**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 spaces, whether on-site or online on the ASC Virtual Space.

**OTHER DUTIES AND RESPONSIBILITIES:**

1. Performs other functions as necessary or as assigned.

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

### ***Knowledge:***

Candidates must have received documented grades of A's or B's in subject areas to be tutored, along with faculty recommendations, which are collected by the ASC during the hiring process. For applicants with completed degrees or documented experience in content areas, professional references who can speak to the candidate's subject knowledge and reliability will be considered in lieu of faculty recommendations.

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

The ideal candidate should possess a genuine interest in helping other students to develop study skills, confidence, and acclimate to college-level coursework, as well as extensive knowledge of the subjects being tutored and the ability to communicate that knowledge to tutees. Experience in leadership and familiarity with learning strategies are 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.

Tutors at the Toppenish campus also contribute to the daily operations of the Academic Skills Center, including opening and closing responsibilities and maintaining an organized, welcoming workspace. These tasks are shared collaboratively among tutors on the same shift, and candidates should be prepared to take initiative while working as cooperative and considerate team members. The ideal candidate will be committed to fostering a positive, inclusive environment that is sensitive to student diversity and will demonstrate strong 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.*