



Heritage University

JOB DESCRIPTION

TITLE: Advising & Retention Specialist

DEPARTMENT: TRIO Student Support Services/Student Affairs

REPORTS TO: Program Director

FLSA: Non-Exempt

SALARY RANGE: \$40,000 - \$55,000
(grant funded position, subject to grant funding availability)

POSITION SUMMARY:

The Advising & Retention Specialist at Heritage University will provide a comprehensive and culturally sensitive set of support services designed to ensure students' academic success as measured by high retention and graduation rates. The Advising & Retention Specialist is responsible for executing required services per grant objectives, such as advising, designing services, coordinating events and resources, and intervening in participants' academic and personal needs.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Provide comprehensive academic support for TRIO students. This includes, but is not limited to, determining student needs for services, assisting students with major exploration and degree planning, and supporting participants toward successful completion of their educational goals while contributing to the program's retention objectives.
2. Maintain a caseload of 160 students while monitoring academic progress, enrollment status, persistence, graduation timelines, and individual student needs.
3. Develop, implement, and monitor Individualized Student Success Plans (ISPs) that address academic goals, career exploration, financial literacy, graduate school preparation, and personal barriers impacting student persistence and graduation.
4. Provide personal, academic, and supportive coaching to assist students in overcoming barriers to persistence and graduation while making appropriate referrals to counseling services, campus departments, and community resources when needed.
5. In partnership with the ADA Office and other campus resources, provide advocacy, outreach, and support for students with disabilities and students experiencing barriers to academic success.
6. Handle confidential student information with tact, professionalism, and discretion while maintaining compliance with FERPA regulations.
7. Provide career guidance and support, including career exploration, resume review, interview preparation, job search strategies, cover letter assistance, career interest inventories, and connections with career resources both inside and outside the university.
8. Collaborate with the Retention Team and Director of Retention to support TRIO students through the Early Alert/MyHeritage retention module by conducting outreach, interventions, and follow-up support for students identified as needing additional assistance.
9. Work collaboratively with Financial Aid, Advising Center, Student Affairs, faculty advisors, and other Heritage University departments to promote student success and assist students in resolving financial aid, registration, business office, and other institutional barriers.
10. Coordinate, develop, and evaluate student success programming as required by TRIO Student Support Services grant objectives, including academic success workshops, financial literacy programs, graduate school exploration, cultural experiences, leadership development, welcome back programs, and recognition ceremonies.
11. Lead the planning and execution of student events that support student engagement, retention, and persistence as outlined in the TRIO Student Support Services grant.
12. Coordinate, train, and supervise the TRIO Peer Mentor Program, including mentor recruitment, training, scheduling, ongoing support, and evaluation.

13. Create presentations, educational materials, and resources for workshops, campus events, student programming, and collaborative initiatives while effectively communicating with diverse student audiences.
14. Maintain accurate and timely case notes, service documentation, and participant records in accordance with Department of Education regulations, TRIO Student Support Services requirements, and university policies.
15. Assist in developing reports and maintaining documentation supporting Annual Performance Report (APR) submission requirements, grant objectives, assessment efforts, and continuous program improvement.
16. Participate in state, regional, and national TRIO conferences, meetings, and professional development opportunities to maintain knowledge of current best practices, federal grant requirements, and student success initiatives.
17. Represent Heritage University positively with prospective students, current students, alumni, community partners, and the communities served.
18. Interact effectively with diverse faculty, staff, students, families, and community members while promoting an inclusive, culturally responsive, and student-centered environment.
19. Uphold the Heritage University Mission Statement and support the mission and goals of the TRIO Student Support Services Program.
20. Perform other duties as assigned by the Project Director.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Knowledge:

Bachelor's Degree required in Education, Counseling, Social Work, Psychology, or a related field.

Experience with caseload management, preferably in an educational setting and/or with high-risk clientele. Experience in advising or counseling low-income and diverse populations and ability to effectively communicate and relate with SSS students.

Knowledge of student developmental theories and how to apply these theories in an academic environment.

Demonstrated experience in project management for higher education programs serving diverse students preferred.

Demonstrated ability to develop effective working relationships with faculty, campus officials, staff, community agencies, schools, and students from diverse backgrounds required.

Knowledge of ADA laws and regulations.

Bilingual/Biliterate English/Spanish is preferred.

SKILLS AND ABILITIES:

Strong organizational, time-management, and project coordination skills.

Excellent written, verbal, and interpersonal communication skills.

Ability to maintain confidential information and exercise sound professional judgment.

Ability to work independently while contributing effectively as part of a collaborative team.

Ability to support students from diverse backgrounds through culturally responsive advising practices.

Work Environment:

Work is primarily performed in a university campus environment and requires a flexible schedule that may include some evening work. Staff may also be asked to use their vehicle to travel to meet with employers and attend off-campus community events.

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 should include the following:

- Cover Letter
- Resume
- List of References (*names, addresses & phone numbers of 3-5 current professional references*).
- HU Employment Application LINK: [HU Application](#)

Review of applications will begin immediately and will continue until the position is filled. Position is subject to funding.

To apply, please email application material to: Humanresources@heritage.edu OR Heritage University
Office of Human Resources 3240 Fort Road Toppenish, WA 98948

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

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.