TITLE: Admissions Counselor

DEPT: Office of Admissions

REPORTS TO: Assistant Director of Admissions

FLSA: Non-Exempt

SALARY: $40,000 - $55,000

POSITION SUMMARY:

This position is responsible for maintaining the enrollment pipeline of students for Heritage University. This is accomplished through recruiting efforts and accurate and efficient processing of admission applications to the university.

The Admissions Counselor is the first point of contact for prospective students, parents, and other members of the Yakima Valley community; prompt, accurate and courteous customer service is critical to the successful operation of this office. Admissions Counselors facilitate the introduction of Heritage to prospective students and their families and are vital members of our community. Admissions Counselors actively collaborate with other staff, Financial Aid, Student Affairs & Enrollment, our faculty, and colleagues across campus to enroll a diverse, enthusiastic, and intellectually curious group of students to help live the Heritage mission.

DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University in a professional, welcoming, and positive manner while upholding the university's mission and values. Provides outstanding customer service and effectively interacts with prospective students, current students, families, faculty, staff, alumni, and community members from diverse backgrounds.
2. Handles confidential information with tact, discretion and in compliance with FERPA regulations.
3. Recruit exceptional students for bachelor's degrees offered in the Yakima Valley as well as the master's degrees by reaching out to local high schools, businesses, industries, and the community.
4. Communicate consistently and effectively with prospective students and their families in person and via phone, email, text messaging, printed media, and the internet.
5. Meet quantitative and qualitative departmental goals for inquiries, applications, admitted and enrolled students.
6. Build and maintain productive relationships with faculty and administrators at local high schools to establish a reliable enrollment pipeline so that students can transition seamlessly to Heritage University.
7. Foster relationships with faculty, staff and administrators of organizations that serve youth in our community (e.g., GEAR UP, Upward Bound, and College Success Foundation).
8. Work collaboratively with colleagues in financial aid, advising, registrar, the business office, and other campus offices to ensure a consistent and smooth transition from applicant to student.
9. Maintain a detailed knowledge of degree programs, including requirements, curriculum, policies and procedures, student and faculty accomplishments and general knowledge about Heritage University.
10. Represent Heritage University at community activities and events. This is most done with tabling at functions. Some evening and weekend hours are required.
11. Participate in training and meetings to maintain knowledge of current industry best practices.
12. Assist with on-campus admissions events.
13. Interact effectively with a diverse group of faculties, other educators, administrators, and the rest of the Heritage.

14. Perform other duties as assigned by the Executive Director of Admissions.

15. Maintains a professional and responsible presence on social media platforms, ensuring all public-facing communications and online activity reflect the values, mission, and reputation of Heritage University.

KNOWLEDGE, SKILLS, AND EXPERIENCE:

- Bachelor's degree preferred.
- Demonstrated experience working in higher education programs serving diverse students preferred.
- Demonstrated ability to develop effective working relationships with faculty, campus officials, staff, and community agencies and schools and students from diverse backgrounds required.
- People coming from backgrounds like our student populations are encouraged to apply.
- 2-5 years' experience working with low-income, first generation and/or students with different abilities required, in higher education preferred.
- Extraordinary interpersonal skills must be able to effectively communicate with a wide range of populations throughout the day, including traditional and nontraditional students, families, school staff and administrators, and business and community leaders.
- Experience working in a professional setting with demonstrated ability to manage a high volume of tasks simultaneously.
- Team oriented approach, desire, and ability to work closely with peers.
- Sensitivity to working in a multicultural setting is imperative.
- Able to use multi-line phone system, IBM compatible computer and Microsoft Office suite required, knowledge of Salesforce and/or the Jenzabar EX student information system is a plus.
- Bilingual/biliterate/bicultural in English/Spanish is preferred.
- 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(b)/Roth 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.

To apply, please email application materials 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, we will contact only those selected for an interview.

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.