JOB DESCRIPTION

TITLE: Director, TRIO Student Support Services

DEPT: Student Affairs

REPORTS TO: Associate Vice President of Student Affairs

FLSA: Exempt

SALARY: $60,000 - $70,.000

(grant funded position, *subject to grant funding availability)*

POSITION SUMMARY:

The Student Support Services program at Heritage University is a *federally grant funded* TRIO program through the U.S. Department of Education designed to improve retention and graduation rates for low-income, first-generation, and/or students with disabilities. Under the direction of the AVP of Student Affairs, the director provides oversight to ensure the TRIO/Student Support Services project meets stated grant objectives and deliverables as approved by the Department of Education. Project Director supervises, supports, and evaluates project staff performance, providing orientation, training, and staff development. All functions and activities are performed in accordance with the vision, mission, and strategic plan of Heritage University. (*The salary allocated for each year is subject to grant funding availability, whether it is a full 1.0 FTE or a % of FTE.)*

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Represents Heritage University most positively with prospective, former, and current students, clients, suppliers, and the community we serve. Interact effectively with a diverse group of faculty, staff, students, and other customers of our services, learn and use operating practices of the department and Heritage University.
2. Handles confidential student information with tact, discretion, and in compliance with FERPA regulations.
3. Provides leadership, supervision, direction, and evaluation of SSS Project staff to full-time staff, student mentors, and a work-study position.
4. Directs support services and intervention strategies for TRIO students at risk and/or in crisis.
5. Ensures program delivery meets all grant objectives. This includes, but is not limited to, enrolling adequate numbers of students, maintaining retention rates, maintaining budgetary expenditures, achieving graduation goals, and achieving matriculation into graduate school.
6. Serve as budget officer for the TRIO SSS program by maintaining budget records and monitoring expenses to ensure they are aligned with the grant guidelines
7. Manages Annual Performance Review data collection and entry for grant reporting to ensure complete compliance with grant guidelines. Provides status/project reports as requested by DOE or the institution.
8. Works collaboratively with the Advising Center, Director of Retention, Financial Aid, Admissions, Registrar, Student Life and other campus offices to ensure smooth coordination of recruitment of SSS eligible students and delivery of services to enrolled SSS students and assist in event coordination as needed.
9. Creates and maintains partnerships with outside community agencies to gather resources for students.
10. Serves as primary liaison with the U.S. Department of Education.

11. Participate in state, regional, and national conferences and meetings to maintain knowledge of current industry best practices and grant guidelines.
12. Uphold the Heritage University Mission Statement.
13. Other duties as assigned by the institution.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

A. ***Knowledge:***

- Bachelor's degree required, master's degree in education, Administration, Counselor Education or related field preferred.
- 3-5 years progressively responsible experience in an equal education opportunity office is required, in higher-education preferred.
- 5 years' experience working with low-income, first-generation and students with disabilities is required, in higher education preferred.
- Demonstrated experience in project management for higher education programs serving diverse students preferred
- Demonstrated experience in all aspects of program administration, personnel supervision, developing and monitoring budgets, writing program reports and conducting program evaluation required.
- 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 similar to the target populations are encouraged to apply.

B. ***Skills:***

- Experience working in a professional setting with demonstrated ability to manage a high volume of tasks simultaneously.
- Team oriented approach and desire and ability to work closely with peers, high level of interpersonal skills and professionalism.
- 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 Jenzabar EX student information system a plus.
- Bilingual/biliterate/bicultural in English/Spanish is preferred.
- Professional dress required.

This position is funded in whole or in part by a grant awarded to the University. Employment under this agreement is contingent upon the availability of grant funding. If the grant is terminated, reduced, or otherwise modified, the University is not obligated to provide alternative funding or continue employment beyond the scope of the grant award. The employee acknowledges and accepts that continuation of this position is subject to the terms and duration of the grant.

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(k) Contribution after a year of service.
- Tuition Waiver Program- 6 month waiting period
- 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 (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, with the listed above will begin immediately and will continue until the position is filled. Position is subject to grant funding.

Qualified candidates may submit application material to: 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 orders regarding non-discrimination and affirmative action.