JOB DESCRIPTION

TITLE: Retention Specialist

COLLEGE/SCHOOL/DEPT: Student Affairs

DATE PREPARED: March 20, 2012

REPORTS TO: TRiO Student Support Services (S3) Program Coordinator

FLSA: Non-Exempt

POSITION SUMMARY:
The Retention Specialist at Heritage University will provide a comprehensive and culturally sensitive set of support services designed to ensure the academic success of students as measured by high retention and graduation rates. The Retention Specialist is responsible for all aspects of assisting with identifying, designing, coordinating and supervising the comprehensive program of academic support services, social services and activities for S3 participants.

PRINCIPAL DUTIES AND RESPONSIBILITIES:
1. Provide academic support for S3 students. This includes but is not limited to: Determining student need for services, determine area of interest for declaring a major and maintain an 80% retention rate for all students in caseload.

2. Maintain a caseload of 160 students with the goal of knowing the status of each student at the end of each semester (i.e., registered, withdrawn, etc).

3. Handle confidential student information with tact, discretion and in compliance with FERPA regulations.

4. Provide career guidance and counseling. This includes but is not limited to: major selection, resume review, job search strategies, cover letter writing, career interest inventories, and connections with career resources both inside and outside the university. Assist with events as specified in S3 grant (student success workshops, graduate school exploration, cultural experiences, and welcome back programs and awards ceremonies).

5. Supervision of mentor/tutor program and student recruitment process.

6. Provide personal counseling as needed; determining when referrals to other agencies or HU departments are the most appropriate course of action.

7. Facilitate ADA intake process and student accommodations.

8. Work in collaboration with other “Heritage Team” members to promote individual student success (Financial Aid, Student Affairs, faculty advisors). Assist students in resolving financial aid or other holds (registration, business office, etc).

9. Participate in state, regional, and national conferences and meetings to maintain knowledge of current industry best practices and grant guidelines.
10. Represent Heritage University in the most positive manner with prospective, former and current students, clients, suppliers and the community we serve.

11. Interacts effectively with a diverse group of faculty, staff, students and other customers of our services, learns and uses operating practices of the department and Heritage University.

12. Uphold the Heritage University Mission Statement.

13. Other duties as assigned by Program Coordinator.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

A. **Knowledge:**
   - Bachelor’s degree required, master’s degree preferred.
   - 3-5 years experience with caseload management, preferably in an educational setting and/or with high-risk clientele.
   - 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, and community agencies and schools and students from diverse backgrounds required.
   - Knowledge of ADA laws and regulations.

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.

Interested and qualified applicants may submit a Heritage University Employment Application AND Resume, Letter of Interest & Three References to: humanresources@heritage.edu

or

Heritage University
Human Resources Office
3240 Fort Road
Toppenish, WA 98948

Position Closes Friday, October 18, 2013