



JOB DESCRIPTION

TITLE: Scholarship Program Assistant

DATE: October 2020

DEPARTMENT: Scholarship

SUPERVISOR: Assistant Director,
Scholarship Programs

FLSA Classification: Non-Exempt

SUMMARY:

Supports the Foundation's Scholarship Programs Department in an overall administrative capacity and provides support in the day-to-day functions of the Department and team. The position is in the Alexandria, VA office.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serve as the primary in-office contact for applicants, scholars, parents, academic institutions, and alumni regarding information on programs, eligibility, the application and award process, and scholarship payments. Work with external vendor as needed to provide guidance and support to resolve requests.
- Support the application development and application review process by receiving, processing, and managing applicant and scholar documents, information, and data for multiple scholarship program applications.
- Review and process scholar Award Acceptance packages and process award payments.
- Support the distribution of communication efforts to applicants and scholars via mass e-mail and text message.
- Assist in ensuring content on the Foundation's website, application website, and scholar's award portal remains current, relevant, and focused.
- Provide administrative support for special programs (Career and Technical Education, Alumni, Day Scholars, Heroes Tribute, etc.) to include developing, reviewing and updating program content as needed, monitoring participant involvement, and other duties as assigned.
- Conduct surveys to targeted populations regarding program outcomes, enhancements, and other areas as needed; produce survey reports with analysis and recommendations.
- Distribute print and electronic materials to identified audiences in support of outreach efforts.
- Ensure accuracy of Scholar and Alumni data in Raiser's Edge and Excel (Master Student Award List) databases and maintain scholar and applicant electronic files.
- Provide assistance as needed for Foundation events and activities.
- Keep abreast on latest developments in national higher education issues, financial aid, industry changes, and best practices and how they impact our scholars and the scholarship programs.
- Other duties as assigned.

EDUCATION AND/OR EXPERIENCE:

- Associates or Bachelor's degree
- 1-2 years equivalent work experience
- Project based work experience a plus

REQUIRED SKILLS AND ABILITIES:

- Strong written and verbal communication skills
- Excellent customer service and interpersonal skills
- Strong organizational skills
- Ability to prioritize and handle multiple tasks at the same time
- Ability to work independently and as a member of a small team
- Demonstrated skills in Microsoft 365, SharePoint, Outlook, Teams, Word, advanced Excel, and Survey Monkey
- Experience utilizing a database to store and extract data (preferably Raiser's Edge)
- Ability to use discretion and handle confidential information
- Highly organized with the ability to prioritize multiple requests
- Preference for individuals familiar with the Marine Corps or the military
- Must display a passion for the mission of the Scholarship Foundation
- Work in the Alexandria, VA office

WORKING CONDITIONS:

- Working conditions are normal for an office environment
- Some weeknight and/or weekend work may be required, as well as travel 1-3 times a year