

Clark Atlanta University Job Description

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| Position Title: | Scholarship Coordinator |
| Employee: | |
| Department: | Financial Aid |
| Reports To: | Director of Scholarships and Awards |

The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Function (Description)

Provides assistance to the Director of Scholarships and Awards in administering the Institutional gifts, grants and scholarship program processes. Utilizes multiple computer programs/databases to enter and review data to process award applications and provide customer assistance regarding status of awards in process. Compile data for internal and external reporting. Works collaboratively with manager on assigned projects as needed.

Examples of Duties and Responsibilities

Serve as a liaison between the students, faculty, staff and scholarship manager to ensure delivery of excellent customer service via in person, telephone and email that meets or exceeds expectations; Verify financial need information and scholarship status as needed by students, donors, faculty and staff. Maintain an external and internal scholarship database; Prepare correspondence, reports, etc.; Provide assistance/guidance to students and parents searching for scholarships and/or completing scholarship application; Review files to ensure all aid is posted to account; Send appropriate follow up notices to student to close file; Respond to student and parent telephone calls, e-mail messages, etc. and to external agencies, faculty and staff; Possess a knowledge of all the functional areas of the unit and provide assistance where needed.

Knowledge, Skills and Abilities

A working knowledge of BANNER a plus, excellent oral and written communication skills; a working knowledge of Federal and State financial aid programs and regulations; the ability to handle multiple tasks and complete various projects within designated deadlines; outstanding organizational skills; excellent customer service skills; a positive attitude and a friendly disposition; knowledge of student financial aid terminology for student loans/scholarships and UNCF scholarship programs desired. The candidate must have the ability to quickly understand policies and follow procedures and work well in a fast paced environment; must also have a working knowledge of Excel, Outlook and webbased application programs.

Minimum Hiring Standards

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| Education | Bachelor's degree in business administration, accounting, or related discipline preferred. Years of experience may be substituted for education. |
| Years of Experience Required | 3-5 years' experience in fundraising, finance, or financial aid. |
| Years of Management/Supervisor Experience | N/A |

Employee

Date

Manager/Supervisor

Date

Human Resources

Date