



# AMERICAN INDIAN SERVICES

*scholarships and educational programs for Native Americans*

## **Position Description**

Position Title: Scholarship Program Assistant

Hourly Range: \$17.00-\$22.00/Hourly (depending on experience and credentials)

Classification: Non-Exempt

Schedule: Full-Time; Monday-Friday 9am-5pm; 40 hours/week

Role: Non-Supervisory

**The mission of American Indian Services is to provide education to Native Americans in need through scholarships and programs while ensuring that their cultural values are preserved.**

### **Summary of Work:**

Under direct supervision of the American Indian Services (AIS) Scholarship Program Director, the Scholarship Assistant supports AIS goals by effectively assisting in the AIS scholarship application, awarding and tracking processes. The Scholarship Assistant handles confidential information in a discrete and professional manner. This position serves as the primary contact person for communication with AIS scholarship applicants and/or parents.

### **Duties & Responsibilities:**

- Serves as the primary contact person for communication with potential and current scholarship applicants and/or guardians.
- Provide quality customer service to potential and current scholarship applicants and/or guardians with questions and concerns about AIS and the scholarship program, serving as an informational resource and resolving issues raised by students and/or guardians.
- Provide timely, accurate, and knowledgeable information about AIS and the scholarship program to relevant stake holders.
- Handles confidential information in a discrete and professional manner.
- Process applications and required documents for each award in a timely manner.
- Assist the AIS Scholarship Director with administering related components of the awarding process including sending out & maintaining all scholarship award applications in a timely, accurate manner.
- Assists with evaluating eligibility to retain the AIS scholarship, and processing communications to students regarding eligibility issues.
- Assists the Scholarship Director in working with college/university scholarship, financial aid and cashier's offices, or other relevant school offices, in the same manner to disburse scholarship funds, and evaluating eligibility to retain scholarships.

- Cancels scholarship awards as needed under the direction of the AIS Scholarship Program Director.
- Assists in recommendations to maintain policy and scholarship documents, updates to forms, updates to web pages, and helps maintain accuracy of all outgoing documentation.
- Attends and helps with all AIS Events, as needed.
- Provides front desk/reception coverage as needed.
- All other duties assigned as needed.

**Knowledge, Skills and Abilities:**

- Knowledge and respect of Native American/Alaska Native cultures and peoples.
- Have a reasonable knowledge of AIS policies, rules, and administrative procedures.
- Knowledge of Microsoft Office Programs, especially with teams, outlook, excel and word.
- Must have excellent verbal and electronic communication skills.
- Excellent customer service skills.
- Strong organizational skills.
- Detailed oriented skills.
- Must be skilled at working collaboratively with others, problem solving and critical thinking.
- Demonstrated ability to handle occasional stressful and problematic situations.
- Ability to motivate, encourage, and work with students to ensure outstanding performance as well as good morale.

**Required Qualifications:**

- Recent graduate with bachelor's degree within 1-2 years, preferably in higher education; OR
- Equivalent combination of associate's degree and 2 years' experience, preferably in higher education.
- Experience working with diverse students and faculty.
- Successfully pass a background check.
- Valid Driver's License.

*Note: All positions at the American Indian Services (AIS) support a safe, healthy and drug-free work environment through background checks, AIS maintains a drug & smoke-free environment. This is a general outline of the essential functions of this position and shall not be construed as an all-inclusive description of all work requirements and responsibilities. The employee may be required to perform other job-related duties as requested by the designated work leader(s). All requirements are subject to change over time.*

*Employment at American Indian Services (AIS) is on an at-will basis, which means that your employment may be terminated by you or AIS at any time, for any reason or for no reason, with or without notice, and without any procedure or formality. The at-will nature of your employment is not affected by any of the guidelines of this Job Description and cannot be modified by any oral promise from any supervisor or by any other writing unless duly executed by the employee and the Chair of the Board of Directors. AIS reserves the right to change, replace, withdraw, or deviate from any of the guidelines contained in this Job Description without prior notice.*

*We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, pregnancy or pregnancy-related related conditions, age (40 and over), or any other characteristic protected by applicable federal, state or local laws.*

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name