



AMERICAN INDIAN SERVICES

scholarships 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:

- Assists 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 scholarships, and processing communications to students regarding eligibility issues and assists with the appeals process.
- Assists in recommendations to maintain policy and scholarship documents, assists in updates to forms, updates to web pages and helps maintain accuracy of all documentation going to parents, students, high school counselors, and others in the community.
- Works closely with college/university scholarship, financial aid & cashier's offices in the same manner to disburse scholarship funds, evaluating eligibility to retain scholarships, processing communications to students regarding eligibility issues and the appeals process, and provides support for the department as well as the company's daily operations.
- Assists students with scholarship questions and concerns, serving as an informational resource to current and incoming applicants and resolving issues raised by students and/or parents.

- Cancels scholarship awards as needed under the direction of the AIS Scholarship Program Director.
- Handles confidential information in a discrete and professional manner.
- Serves as the primary contact person for communication with scholarship applicants and/or parents.
- This position requires the processor to be trained in quality customer service to students, scholarship sponsors, and other stake holders and to provide timely, accurate, knowledgeable information about AIS, its scholarship program and other educational programs, how to apply for scholarships and other forms of financial aid.
- Interprets and accurately matches student recipients to donor gift accounts and general scholarship accounts.
- Communicates scholarship requirements to appropriate audiences.
- Represents scholarship decisions and rationale to student applicants as needed.
- Oversees incoming scholarship phone inquiries, voicemail and emails and follows up on inquiries and/or forwards on to appropriate staff as needed.
- Provides front desk/reception coverage as needed.
- Attends and helps with all AIS Events, as needed.
- 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.
- Interpersonal and professional skills, i.e., ability to respectfully interact with people.
- Demonstrated ability to handle the occasional stressful and problematic situations.
- Experience with Microsoft Office Programs.
- Detailed oriented but also be able to work in a fast-paced environment.
- Strong organizational skills.
- Must have excellent verbal and electronic communication skills.
- Ability to motivate, encourage, and work with students to ensure outstanding performance as well as a good morale.
- Must be skilled at working collaboratively with others, problem solving and critical thinking.

Required Qualifications:

- Associate's degree and/or equivalent combination of education and/or experience, preferably in higher education.
- Experience working with diverse students and faculty.
- 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.

Employee Signature

Date

Printed Name