

Position: Scholarship Program Specialist

Reports to: Assistant Director of Scholarships

Organization Summary:

The Denver Scholarship Foundation (DSF) is a 501(c)(3) nonprofit organization whose mission is to inspire and empower Denver Public Schools (DPS) students to achieve their postsecondary goals by providing the tools, knowledge and financial resources essential for success.

The Denver Scholarship Foundation is dedicated to learning and innovation, as we constantly seek to improve our services. By doing so, we seek to be a leader within the educational community. We build strong relationships with staff members, partners, and the broader community. We are committed to equity, believing in the value and ability of all students. We strive to embody integrity in all that we do. We seek candidates who will model, live, and reinforce the Denver Scholarship Foundation's core values within the organization and with the broader community.

Position Summary:

The Scholarship Program Specialist works as part of the DSF Program team to implement, maintain, and continually enhance the DSF Scholarship program and provide support for efforts in the area of student services. In addition to the primary functions of managing student data, This position involves a range of responsibilities: providing direct support to students pursuing higher education; coordinating a variety of communications efforts with students, college professionals, and staff; managing student data; and processing and awarding scholarships,. The Scholarship Program Specialist is responsible for implementing existing processes, analyzing and interpreting information to identify opportunities for improvement, and utilizing programmatic expertise to contribute to the advancement of the DSF Scholarship program.

Successful candidates will demonstrate exceptional attention to detail, a resourceful approach to problem-solving, excellent verbal and written communication skills, capacity for utilizing technological tools, and must be highly organized.

Principal Responsibilities:

Student Services

- Maintain a thorough understanding of DSF Scholarship Program Policy, DSF College Access, College Success and Scholarship program implementation, along with financial aid processes to:
 - Coordinate with college professionals to collect and accurately interpret student and scholarship eligibility information
 - Review student information to determine scholarship status and appropriate award amounts
- Process scholarship payments and student information submitted by online portal and email, and phone. Establish and maintain positive relationships with Offices of Financial Aid at partner colleges; utilize financial aid knowledge to clearly communicate DSF policies regarding student eligibility, disbursements, and data exchange.

Data Management

- Collaborate with the Assistant Director of Scholarships and Scholarship Data Specialist to manage implementation of the College Success and Scholarship program by
 - Producing regular updates for staff and partners
 - Continually reviewing student information for accuracy and suggesting systems improvements to ensure data integrity

Communications

- Provide telephone, text, and email support for students throughout scholarship application, selection, and awarding processes

- Provide accurate information to a variety of audiences by:
 - Drafting and refining messaging to improve clarity of student communications and resources
 - Sending bulk email and text messages
 - Creating and updating web pages

General Programming/Other

- Contribute to continual program refinement efforts by:
 - Identifying opportunities to streamline application processes, developing and testing new systems and documenting those changes with specificity
 - Collaborating with DSF Program Team to investigate, develop and execute strategies to better inform and serve students
 - Assist in trainings for staff and other stakeholders, including community and pre-collegiate organizations, regarding the DSF Scholarship Program Policy and systems
- Other duties as assigned

Qualifications and Requirements:

- Bachelor's degree required (appropriate experience will substitute for the required education on a year for year basis)
- Ability to effectively analyze and solve problems through a systematic and logical approach
- Exceptional attention to detail
- Ability to work independently and proactively, as well as in a team environment
- Proficiency in Microsoft Office Suite
- Experience managing information in databases
- Demonstrated ability and desire to quickly learn new software programs
- Excellent verbal, written and interpersonal communication skills
- Ability to effectively manage numerous complex and varying routine tasks simultaneously with a focus on accuracy in a fast-paced, dynamic work environment
- Demonstrated ability to meet deadlines, remain flexible and adjust to changing priorities
- Ability to work with and demonstrate sensitivity to the educational needs of a diverse population
- Keen awareness of sensitive nature of work and the need for confidentiality

Highly Desired:

- Experience with Salesforce or similar constituent management systems
- Knowledge of financial aid systems and Colorado Higher Education system
- Spanish proficiency (oral and written)
- A sense of humor, tolerance for change, and a demonstrated ability to create a positive culture and sense of empowerment for students/families

Mental/Visual Demands and Physical Working Conditions:

- Able to regularly operate technology including fax, copier, computer, telephone, and other communication tools as needed
- Regularly travels to off-site meetings and for other responsibilities (including post office deliveries) requiring a valid driver's license and access to reliable transportation
- Some scheduled evening and weekend work required
- Physical demands may involve lifting materials and equipment up to 30 pounds

Salary and Benefits:

This is a full-time, non-exempt position. Starting annual salary range is mid to upper 30s. DSF also offers an excellent comprehensive benefits package.

Application:

Please submit a letter of interest and resume, via email, to jobs@denverscholarship.org with subject line "Scholarship Program Specialist."