



JOB TITLE: Scholarship Officer

DEPARTMENT: Program Department

SUPERVISOR: Vice President, Community Investments

Greater Toledo Community Foundation is a community asset. The Foundation is a collection of funds established by donors interested in Philanthropy and supporting the Toledo area. Currently, the assets of the Foundation are approximately \$330 million, made up of over 900 funds. The Foundation is the largest grant maker in the Toledo area, granting \$15 million per year.

GENERAL JOB DESCRIPTION

The Scholarship Officer serves as staff lead for the administration of the foundation's internal scholarship program. Working directly with applicants and current recipients of scholarship funds is a primary responsibility of the position. The Scholarship Officer serves as the public voice for the scholarship program and disseminates information regarding scholarships to eligible applicant pools. This staff member also works with the Philanthropic Services staff to implement new scholarship funds, and with scholarship advisory committees to make award recommendations after the scholarships are created.

The Scholarship Officer is also responsible for providing administrative support to the Program Department. As a member of the Program Department, the Scholarship Officer may occasionally assist with the Foundation's grantmaking programs relevant to various Foundation funds, including unrestricted and field of interest funds, special grant initiative funds, donor advised funds, corporate funds and Foundation subsidiaries. These duties will be secondary to the Scholarship Officer's primary role overseeing the internal scholarship program.

MAJOR DUTIES AND RESPONSIBILITIES

Scholarship-Related Duties & Responsibilities:

Coordinates all activities of the scholarship program: promotion, publicity, applications, selection, notifications, guidance counselor education, grant disbursements and program design.

Manages the staffing of scholarship advisory committees with appropriate volunteers and facilitates committee meetings.

Monitors the application process to ensure clarity in application and selection procedures; redesigns as needed.

Maintains and communicates a thorough understanding of other financial aid resources and state and federal policies related to higher education financial aid administration.

Works with Director of Marketing & Communications to announce award recipients to local media and through Foundation social media vehicles.

Oversees and maintains the scholarship database and technology-based outreach, including the online application software (Scholarship Lifecycle Manager) and financial information management system (C Suite).

Develops and maintains scholarship administration procedures manual to ensure efficient and legal operation of the program.

Develops scholarship information, application forms and processes which assure access and accountability, as well as innovative methods to publicize the scholarship program and serve potential and existing recipients.

Responds to student/parent inquiries and distributes appropriate information.

Explores potential relationships with outsourcing providers.

MINOR DUTIES AND RESPONSIBILITIES

Works as key member of the Foundation staff to assist others toward common goals

Works cooperatively with other staff to assist as needed with his or her responsibilities and to ensure a smooth and timely flow of support services with the Foundation

Other duties as assigned

QUALIFICATIONS FOR THE JOB

Education:

Bachelor's Degree preferred

Experience:

Minimum 1-3 years work experience in an office environment

KEY COMPETENCIES

The Foundation is seeking highly-organized individual capable of administering complicated systems in such ways as to achieve accurate and predictable results in a timely manner. Key competencies include:

- Precision, exactness and ability to thrive in a detail-intensive, fast-paced environment.
- Competence in mastering different types of software systems, such as financial information management systems and other key software programs used for grants and scholarship management.
- Experience in convening meetings and effectively facilitating group dialogue to accomplish a goal.
- Extreme attention to detail and ability to maintain ordered records.
- Capable of organizing own work to meet numerous internal and external deadlines.
- Ability to quickly learn, master and improve upon complex procedures.
- Excellent interpersonal and telephone skills, including the ability to work and communicate with people of diverse backgrounds including grantees, students, donors and other constituents.
- Creates positive, long-term working relationships through a commitment to customer service, knowledge of and dedication to the program/service, and correct application of internal procedures.
- Ability to exercise good judgment, tact and diplomacy.
- Works well under minimal supervision by taking initiative and keeping appropriate people informed, ensuring successful project management and timely project completion.
- Frequently and effectively communicates, both in writing and verbally, with donors, grantees, community leaders, other clients and internal employees.
- A commitment to upholding all applicable confidentiality requirements.
- Extensive experience with MS Outlook, Excel, Word and PowerPoint, and basic skills with Adobe Acrobat.
- Basic experience with social media management or a willingness to learn.
- Ability to work closely with other colleagues as a Foundation team.
- Professionalism, flexibility and a sense of humor.
- Demonstrated experience in staffing committees and taking accurate meeting minutes a plus.
- Experience in, knowledge of, or exposure to scholarship management, finance and/or the field of organized philanthropy a plus.

PHYSICAL REQUIREMENTS

While this is mainly an office position, the ability to lift small boxes (letter stock, postcard stock, booklets) is required occasionally.

There will be some in-town travel required and occasional out-of-town travel for professional development opportunities.

To apply for this position, email your resume and cover letter to Toledocf@toledocf.org by January 15, 2021. Please include Scholarship Officer Position in the subject line.