

WASHINGTON STATE
OPPORTUNITY
SCHOLARSHIP

Position: Awards Coordinator
Reports to: Awards Manager
FLSA Status: Nonexempt
Category: Regular, Full-time
Location: Seattle, WA
Hourly Range: \$21.29 to \$24.11, DOE

SUMMARY:

Across the state, Washington has more science, technology, engineering, math (STEM) and health care jobs than it can fill, yet our higher education system cannot keep up with the demand for skilled employees. The Washington State Opportunity Scholarship (WSOS) is a unique public-private partnership designed to address our talent shortage. WSOS fuels the state's economy by providing scholarships and a continuum of support services to high potential students who are pursuing a graduate degree, bachelor's degree, associate degree, certificate or apprenticeship in a high-demand trade, health care or STEM program in Washington state.

The Awards Coordinator supports the WSOS Awards Manager with the execution of key scholarship administration activities. These activities include stewardship of the award disbursement and refund processes and ownership of student and external partner questions and concerns related to funds and eligibility. The Awards Coordinator is the owner of processes related to the Scholar Portal and is responsible for the management of incoming submissions. In addition to effectively carrying out previously established policies and procedures, the Awards Coordinator provides critical analysis of current processes and recommends ways to make them more efficient, equitable and impactful with the intent of ensuring a superior student experience.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES:

- Serve as the first point of contact for Scholars, colleges and partners by answering email and phone call inquiries
- Be the primary steward of scholarship funding by managing disbursements, refunds and reconciliation for ~\$16 million in scholarship funds annually
- Process Scholar portal submissions, including leave of absences, change of contact information, award increases and/or program progress forms, etc.
- Provide college partners and Scholars superior customer service to foster positive WSOS image and ensure accurate use of WSOS funds; analyze and communicate observed trends to Awards Team
- Assist various WSOS teams with tasks and projects as requested

POSITION REQUIREMENTS:

Education and Experience

- Progressively greater job responsibilities over time, primarily in the nonprofit sector or within higher education financial aid; preferably within the state of Washington
- Excellent customer service, organizational and project management skills, with the demonstrated ability to consistently understand and prioritize the needs of students and other stakeholders

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- Demonstrated ability to manage a high volume of financial or equivalent data, including inputting, summarizing, analyzing and reconciling

Core Competencies

- Able to thoughtfully consider and embrace new ideas and different perspectives
- Focuses on accomplishing team goals rather than a personal agenda
- Communicates goals, objectives and strategies frequently and aligns them with work and tasks
- Regularly reflects on challenging situations as opportunities to identify learning opportunities; engages others in reflection
- Proactively and independently identifies potential challenges
- Awareness of inequities that exist at multiple levels (personal, interpersonal, organizational, and systemic)

PREFERRED QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Obtaining access to postsecondary education institutions and organizations thereby enhancing accessibility for our student population
- Practical strategies to increase postsecondary success and understanding of college retention methods
- State and federal aid programs and their impacts on the scholarship program
- Systems of power and oppression and how they impact the lived experience of students of color, first-generation college students and students from low-income families
- High-demand (leading or up-and-coming) industry sectors in the state of Washington, particularly those that leverage the advancement of STEM and health care

Skill in:

- Time management and organization
- Active listening with a versatility to adapt to many student situations
- Building, maintaining and managing key relationships with external partners
- Leveraging technology to perform job functions, including Microsoft Office (Outlook, Word, Excel, PowerPoint) and a user-friendly database

Ability to:

- Communicate clearly, both orally and in writing with a close attention to detail
- Learn quickly and follow processes efficiently and accurately
- Collaborate across departments to support the success of organization-wide initiatives
- Produce accurate and timely responses to phone and email inquiries
- Thrive working independently and under supervision in an energetic, fast-paced team environment
- Balance competing priorities in a cross-functional workspace

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Licenses, Certificates, and other requirements:

- Valid Washington state driver's license or identification card
- Complete a criminal background check absent of offenses impacting ability to perform in the role
- References will be required of short-listed candidates

Work Environment:

- Moving to/from meeting spaces, sitting, bending, twisting, and reaching; Occasional lifting of up to 20 pounds
- Open to dialogue about issues related to diversity, equity, and inclusiveness
- Hybrid workplace including work-from-home time blended with shared office environment with moderate noise levels from standard office equipment
- Ability to perform consistent work on a PC required
- Travel up to 10% of the time

Benefits:

- Competitive salary commensurate with experience
- Health, dental, vision and prescription coverage; long-term disability, short-term disability and life insurance
- Support for setting up and optimizing home office
- Paid time off (PTO) and holidays
- Matching 401(k)

HOW TO APPLY:

The position will remain open until filled. To apply, please send all of the following documents:

- Cover letter outlining your interest in the position
- Resume highlighting relevant aspects of your experience
- Personal diversity or equity statement (maximum of 300 words): *The purpose of this statement is to identify candidates who have professional skills, experience and/or willingness to engage in activities that would enhance organizational and educational equity.*

Please email the above to jobs@waopportunityscholarship.org

Equal employment opportunities and diverse staffing are fundamental principles of WSOS. To learn more about the Washington State Opportunity Scholarship, please visit www.waopportunityscholarship.org. People who have personal experience as a first-generation, under-resourced or underrepresented student like the majority of those WSOS serves are especially encouraged to apply.