Community Foundation for Greater Atlanta
Program Assistant, Scholarships & Grants

POSITION: Full-time Exempt
DEPARTMENT: Community Impact
REPORTS TO: Scholarship Manager

The Community Foundation for Greater Atlanta leads and inspires philanthropy to increase the vitality of our region and the well-being of all residents. The Scholarships & Grants Assistant works to maintain and enhance the Foundation’s grantmaking and scholarship processes and programs. Reporting to the Scholarships Manager, this position is primarily responsible for processing student applications, supporting the administration of scholarship awards and resolution of related payment issues, providing direct support to students pursuing post-secondary education, and communicating with university financial aid offices, partners, and Foundation staff. In addition, this position supports the grantmaking process, which includes general grants administration and backup support for grant agreement and payment processing. A successful candidate will balance effective process work with superior customer service to the Foundation’s scholarship and grant applicants and recipients.

Essential Functions of the Position:

- **Scholarship & Grant Processing**
  - Maintain a thorough understanding of Foundation scholarship and grant programs and policies
  - Support end-to-end processing of individual scholarship and grants programs, including:
    - Reviewing applications and managing award paperwork via multiple systems
    - Collecting and accurately interpreting applicant (both scholarship and grant applicants) eligibility information
    - Supporting scholarship and grant award check processing and reconciliation of outstanding checks
    - Supporting scholarship renewal process to ensure award recipients continue to meet eligibility criteria
    - Conduct data entry in a variety of portals and related databases, supporting projects to ensure data is accurately entered and managed
  - Partner cross-departmentally to ensure seamless execution of scholarship and grant processes
  - Support the Grants Associate and Grants Manager in the general administration of the grantmaking life-cycle

- **Communications & Customer Service**
  - Provide telephone, email, and text support for students throughout scholarship application, selection, and award processes
  - Provide high-quality customer service and respond to mail, email, and telephone inquiries related to grants
  - Provide technical assistance to grant applicants during the application phase of the grantmaking cycle
  - Provide accurate and timely information to various audiences, including:
    - Drafting and refining messaging to improve the clarity of student and grantee communications and resources
    - Sending bulk email and text messages
• Conducting scholarship application workshops and webinars
  o Establish and maintain positive relationships with Financial Aid Offices at relevant colleges and universities
  o Escalate issues internally and with partners in an appropriate manner
  o Provide high-quality customer service to scholarship and grantee partners, donors, and Foundation employees
• General Scholarship and Grant Programming
  o Identifying improvements to streamline the application and other scholarship and grant processes
  o Accurately input and process grant information and maintain grant-related files while maintaining accurate information in grantmaking system(s)
  o Administrative tasks related to compliance, generating grant documents and mailing agreements and payments
  o Collaborating with other departments to investigate, develop and execute strategies to better inform and serve students
  o Supporting program performance tracking and reporting
  o Be a reliable resource between two teams (scholarships and grants management)
  o Other duties as assigned

Qualifications:

• High school diploma or GED required. 1+ years of professional experience related to the duties and responsibilities outlined in this profile; preferred experience in philanthropic organizations or nonprofit organizations.
• Extremely organized and detail-oriented with the ability to work on and appropriately prioritize multiple requests at the same time, performing each with high attention to detail and quality
• Excellent customer service skills, including the ability to accommodate a high level of interaction with foundation staff, donors, students, grantees, partners, etc.
• A clear commitment to equity of opportunity, supported by a record of impact in areas relevant to the Foundation’s evolving strategy, as well as genuine respect for diversity, equity, and inclusion
• Flexible, resourceful, and proactive self-starter able to prioritize and manage multiple tasks and competing priorities
• Excellent written and oral communication skills
• Good problem-solving skills with a strong sense of urgency in a fast-paced workplace
• Strong analytical and evaluative skills
• Good interpersonal skills with the ability to work with diverse internal and external stakeholders
• Proficiency in Microsoft Office Suite including Outlook, Excel, PowerPoint, and Word; experience in the use of CRM and/or philanthropy records systems, e.g., Foundant, FIMS, and other philanthropy products preferred
• Ability to work with and demonstrate sensitivity and confidentiality to the educational needs of students and grantees

Other:
All employees are required to be fully vaccinated against COVID-19 (medical and religious exemption accommodation possible) within 30 days of hire.

The Community Foundation operates in a hybrid working environment with staff working in-office three days per week and the opportunity to work two days remotely per week if in good standing.
Compensation:
To be determined based on experience and qualifications within the anticipated salary range of $40,000-$46,000. This position is exempt, and the employee is eligible for the Foundation’s competitive health and benefits plan:

- **Paid time off:**
  - Two weeks accrued paid vacation
  - Two weeks accrued paid sick leave
  - Four mental health days
  - Two personal day
  - Two floating holidays
  - Ten holidays

- **Benefits:**
  - All benefits effective on date of hire – no waiting period
  - 100% employer-paid benefits (medical, dental, vision) for employee-only insurance plans
  - 100% employer-paid life insurance and AD&D
  - 100% employer-paid short-term disability and long-term disability
  - 100% employer-paid parking in downtown Atlanta or monthly MARTA card
  - Affordable plans for legal insurance, critical illness, supplemental life, and more
  - Employee Assistance Program

- **Retirement:**
  - Immediate eligibility for employee contribution to 403b plan
  - After two-year anniversary with organization, all employees receive an employer-paid contribution of 6% of their salary to a SEP-IRA plan regardless if the employee contributes to retirement

- **Culture and Development:**
  - Individual Development Plans (IDPs) for each team member including trainings, resources, development opportunities, etc.
  - Two wellness rooms for mental health with self-care items
  - Fun monthly employee engagement activities

**To Apply:**
To submit an application for this position, send your resume via email to hr@cfgreateratlanta.org with the subject line “Program Assistant, Scholarships & Grants”.

Due to the volume of candidates, we are unable to provide status updates to applicants or accommodate phone calls or walk-ins regarding open positions.

*The Community Foundation for Greater Atlanta provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*Community Foundation for Greater Atlanta values diversity and inclusion; we honor the diverse needs, strengths, voices, and backgrounds of all individuals in our regional community.*