



# AMERICAN INDIAN GRADUATE CENTER POSITION CLASSIFICATION AND DESCRIPTION

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**POSITION TITLE:** Scholarship Operations Manager  
**CLASSIFICATION:** Exempt  
**DEPARTMENT:** Scholarship Operations  
**SUPERVISOR:** Director of Scholarship Operations  
**GRADE:** E3

**Position Summary:**

Under direct supervision of the Director of Scholarship Operations, is responsible for ensuring scholarship program delivery and achieving outcome goals in conjunction with the vision, mission and strategic direction of AIGC. Provides student support and serves as liaison between educational institutions and recipients. Represents AIGC and strengthens relationships between AIGC and the educational, Native American and wider community.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

**Essential Duties & Responsibilities:**

- Responsible for all aspects of scholarship processing.
- Advises prospective applicant and institutions, in a timely manner, regarding all program policies, including eligibility, application process, recipient responsibilities and program features.
- Reviews and processes scholarship applications, as well as financial aid and supporting documents to determine eligibility.
- Reviews and processes student files to ensure deadlines are met, for completing various scholarship portfolio requirements, such as coursework requirements, thesis, comprehensive examination and other specific program requirements.
- Maintains a comprehensive knowledge of policies and procedures, as outlined in all contracts.
- Maintains accurate, secure, and up-to-date student files.
- Corresponds with applicants, recipients and post-secondary educational institutions, regarding financial aid, scholarship guidelines, procedures and program eligibility. Serves as a liaison between students and educational institutions.
- Provides information, instruction and assistance to students as related to the Free Application for Federal Student Aid.
- Promotes existing and new programs to constituencies and assists in publicizing them through scholarship directories, conferences and meetings, information booths and other appropriate channels.
- Works with the Director of Scholarship Operations to collect data and provide program information in the form of reports to key stakeholders in all scholarship portfolios
- Assist with planning, developing and coordinating special projects and other initiatives as directed by the Director of Scholarship Operations.
- Represents AIGC, with respect to program activities, on a local, regional and national basis. Attends and participates in individual and group presentations and other information dissemination sessions, provides orientation to visitors, parents and tribal representatives.

- Performs intermediate data entry and word-processing activities, including merging of letters, data entry and data retrieval.
- Prepares internal and external, written communications, as assigned, distributes organizational publications.
- Provides advisement and counseling for GRE fee waivers, graduate school admissions process, graduate school funding opportunities, accreditation of graduate programs, graduate school policies (full-time enrollment, etc.).
- Participates in development, implementation and maintenance of policies, objectives, short and long-term range planning. Develops and implements projects and programs to assist in accomplishing established goals.
- Assists other AIGC program operations and assists in providing training for staff regarding AIGC.
- Assist with planning, developing, and coordinating special projects and other initiatives as directed by Director of Financial Aid and Student Services.
- Analyze trends in recruitment and retention programs and develop strategies for program evaluation.
- Manages graduation stole distribution and maintain respective database.
- Manages contact management efforts to renewing scholars.
- Utilizes a database system of recipients and assists with outreach activities.
- Utilizes a web-based application and communication network for continuing recipients, applicants, recommenders, and reviewers.
- Creates new scholarship opportunities in the online application system with requirements from the newly established contracts.
- Assists in tracking and monitoring the AIGC recipients' progress toward a degree.
- Serves on Student of the Month/Year selection committee.
- Advises recipients who are placed on academic program using the "Back on Track" assessment program.
- Serves on select boards and advisory committees to increase visibility, advocacy, networking, and fundraising for AIGC.
- Reviews and approves EFT invoices to fiancé.
- Maintains strict student confidentiality and compliance with the Family Education Right to Privacy Act.
- Embodies AIGC Core Values and promotes the AIGC organization, staff and programs, in a positive and professional manner.
- Contributes to a team effort and accomplished related results.
- Perform other duties as required.

**Minimum Qualifications:**

Master's Degree preferred, Bachelor's Degree in related field required, plus two years' experience in education, financial aid or related student services environment; or equivalent combination of education and experience.

Valid Driver's License required. Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

**Knowledge, Abilities, Skills and Certifications:**

- Knowledge of American Indian history, culture and tribes.
- Knowledge of student recruitment and retention issues.
- Knowledge of academic standards governing student probation, suspension and/or expulsion.
- Knowledge of integrated functions of financial aid, academic counseling and general student services.
- Knowledge of a range of student life issues and concerns including graduate students.
- Knowledge of modern office practices, procedures and equipment.
- Knowledge of business English, proper spelling, grammar, punctuation and basic arithmetic.
- Ability to provide student career and/or academic guidance and counsel at the college level.
- Ability to work independently and efficiently

- Ability to make solid decisions and exercise independent judgment.
  - Ability to interpret contract and agreements with funding entities.
  - Ability to analyze course prerequisites, certification and/or curriculum/graduation requirements.
  - Ability to evaluate student transcripts and/or records and financial need forms.
  - Ability to communicate effectively in the English language, both verbally and in writing.
  - Ability to demonstrate excellence in everything and continually seek improvement in results.
  - Ability to maintain confidentiality.
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- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds, employees and officials.
  - Ability to gather data, compile information and prepare reports.
  - Ability to be innovative, creative and flexible.
  - Ability to write policies and procedures.
  - Ability to analyze situations and adopt appropriate courses of action.
  - Ability to handle multiple tasks and meet deadlines.
  - Ability to follow oral and written instruction.
  - Skills in operating business computers and office machines, including various software applications, specifically Word, Excel, Access, presentation software (such as PowerPoint).
  - Skills in planning and organizing group activities.
  - Skills in effective meeting facilitation.
  - Skilled in public speaking

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee frequently is required to walk. The employee, occasionally, is required to stand, stoop, kneel, crouch or crawl. The employee must, occasionally, lift and/or move up to 40 pounds.

**Work Environment:**

Work is generally performed in an office setting, with a moderate noise level. Extended hours and irregular shifts may be required. Tight time constraints and multiple demands are common. Travel will be required for training, meetings, conferences, presentations, and other events.