



## **JOB DESCRIPTION**

**June 22, 2021**

**Position Title:** Program Coordinator  
**Classification/Level:** Full-Time, Benefited Position  
**Reports to:** Assistant Director

### **Summary/Objective**

The Program Coordinator will administer the CHESLA Scholarship Program in coordination with CHESLA staff. The Program Coordinator will also work closely with CHESLA's Assistant Director regarding administrative tasks and projects. The individual will play an important role in the daily operations of CHESLA.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide accurate and quality customer service and information for all inquiries via phone, fax, mail or e-mail.
- Administer the CHESLA Scholarship Program, including coordinating all program announcements, confirming eligibility of program applicants, setting up applicants in database, verifying school attendance for those awarded, and disbursement of awarded dollars to verified schools.
- Assist the Assistant Director in pre-collection outreach efforts to rehab very delinquent loans to avoid a collection placement.
- Coordinate and conduct student financial aid outreach seminars with the Portfolio Assistant.
- Work with the Assistant Director and Portfolio Assistant to maintain revenue and expense spreadsheets.
- Work with the Assistant Director to maintain filing system.
- Utilize database of high school guidance counselors and college financial aid contacts to ensure accuracy.
- Offer ideas and participate in staff meetings to develop improvements to CHESLA.

### **Competencies**

- Communication and customer service proficiencies.
- Strong time management skills.
- Attention to detail.
- Computer proficient.
- Excellent analytical, communication, and interpersonal skills.

- Ability to work independently.

### **Required Education and Experience**

- Bachelor's degree

### **Preferred Education and Experience**

- Preferred fields of study and/or concentration include but are not limited to: Accounting; Business; Communications; Management/Media; Marketing/Information Technology; Economics; Finance.
- 1-2 years of experience in financial aid and/or administering a scholarship program

### **Supervisory Responsibility**

This position has no supervisory responsibilities.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee frequently is required to stand; walk; use hands and arms.

### **Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday. The Program Coordinator will work 40 hours per week on a schedule agreed upon with management that covers CHESLA's core hours of 9:00 a.m. to 3:00 p.m.

### **Travel**

Travel within the state may be required during the business day.

### **Additional Eligibility Qualifications**

None required for this position.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

*CHESLA provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CHESLA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, leaves of absence, compensation and training.*

*CHESLA expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of CHESLA's employees to perform their job duties may result in discipline up to and including discharge.*