



Idaho Association for the  
Education of Young Children

**Position Title:** **Academic Scholarship Specialist**

**Position Summary:** The Academic Scholarship Specialist provides timely processing of academic scholarship applications, including responsive and engaging customer support for applicants and awardees as they navigate the application and award process.

**Project Summary:** Idaho AEYC promotes and strengthens community awareness about the importance of investing in quality early learning experiences for all children throughout the state of Idaho. The Idaho School Readiness Project works to build Idaho's ECCE system, increase capacity, and support ECCE workers with professional development and compensation support.

**Hourly Rate:** This is a full-time position at the rate of \$19 per hour, plus an excellent benefits package including medical/dental/vision/retirement plan, 15 days of vacation leave and 15 days of sick leave annually, plus 10 paid holidays, as well as other great benefits. Continuation of this position beyond December 2023 is contingent upon grant funding.

**Position Responsibilities:**

**Operation/Management**

**Support the process of academic scholarships and grants which includes:**

- Review academic scholarship consultations and determine eligibility based on information gathered from multiple sources including multiple information databases and direct communication with the applicant.
- Communicate with applicants about scholarship eligibility and provide compliance and documentation assistance, as needed.
- Process all academic scholarship applications, contracts, tuition statements, grade reports, and renewal documents according to the process guide in a timely manner, ensuring a high-level of accuracy and attention to detail.
- Communicate with scholars regarding the timely submission of required documents, track completed and missing submissions, and follow up when necessary.
- Quickly identify when issues are complex and gather appropriate information to problem-solve or refer to appropriate parties or partners.

**Customer Service**

- Ensure high customer satisfaction by responding to customer questions and inquiries promptly in a knowledgeable, friendly manner over the phone, email, or in-person, following up when necessary to ensure issues are resolved.
- Guide customers through the creation and management of accounts and scholarship application/management modules within the data management system.
- Be proactive and thorough in identifying customer needs and help customers meet those needs.
- Use a language line or interpretation services to communicate with customers who speak a language(s) other than your own.



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### **Data Management and Reporting**

- Support the statewide dissemination of consistent and accurate information regarding academic scholarship initiatives and awards.
- Enter and maintain complete and accurate records across several programs including data management systems, Microsoft Excel, Google Sheets, SharePoint, and SmartSheets.

### **Other**

- Provide feedback for continuous program improvement.
- Attend meetings and functions related to areas of expertise and the facilitation of contract requirements as assigned.
- Assume other duties as assigned to further the mission and vision of Idaho AEYC.

### **At a minimum you should have:**

- High school diploma or GED.
- One year of experience in a customer support role with a high level of customer satisfaction,
- One year of experience with data entry and a data management system
- Friendly, professional demeanor with positive attitude.
- Comfort with learning and navigating multiple databases.
- Technological fluency, including information management databases, Microsoft Office Suite, Google Office Suite, SmartSheets, uploading documents, managing shared electronic files, etc.
- Willingness to change and adapt as systems evolve.
- Investment in being a partner in a collaborative, state-wide team environment.
- Strong organizational and problem-solving skills.
- A focus on details with great time management skills.
- The ability to work on several projects at various stages of completion.
- Ability to work in a fast-paced environment.
- A demonstrated ability to write clearly and precisely.
- Ability to follow through on work assignments with a minimum of direct supervision.
- Professional confidentiality.
- Flexibility, determination, and good humor.

### **The preferred candidate will have:**

- Associate degree or higher in a human service-related field.
- Experience with child care professionals.
- Two years of experience working in an office environment with emphasis on data entry/management and customer service.

Idaho AEYC is committed to providing equal employment opportunities to all employees and applicants 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.