



Veterans of Foreign Wars of the United States Auxiliary

Job Description

SCHOLARSHIPS COORDINATOR

SUPERVISOR: Director of Programs & Communications
FLSA CLASSIFICATION: Non-exempt

SUMMARY: Handles various administrative actions to support the scholarships programs including but are not limited to: receives telephone callers and visitors at National Headquarters, answer questions in regards to the programs, prepare and submit all paperwork regarding scholarships, develop a broad knowledge of each scholarship and assist members with requirements, coordinate scholarship contests with judges and venues. Copying, faxing, filing, preparing and completing reports, preparing official correspondence, and completing mailings.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Provide a quality customer service experience with all callers and visitors of the organization.
- Accurately and expeditiously create memos, correspondence, reports, spreadsheets, and other documents.
- Assist with a variety of clerical duties including data entry that could include but is not limited to Installation Reports, Officers and Chairmen listings, membership dues, donations, updating database, and fulfilling brochure requests.
- Reviews incoming documents for accuracy, determines discrepancies and requests additional information, as needed.
- Run errands for company business as requested.
- Keeps Directors informed about problems, potential issues and status of work in process.
- Maintains neat and orderly work area and abides by employee handbook.
- Abide by all policies and procedures of the organization.
- Other duties as assigned.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); and one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read, write, speak, and interpret documents in the English language such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak English effectively on the phone or before groups of customers or employees of organization. Communicate with co-workers, management, members, and others in an effective, courteous, timely, and professional manner in writing and orally. Ability to deal effectively with the public and to present a professional and courteous attitude at all times.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals, and calculate percentages and ratios.

REASONING ABILITY:

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to apply commonsense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems in calm manner and use prudent problem solving skills.

OTHER SKILLS and ABILITIES:

Ability to deal effectively with the public and to present a professional and courteous attitude. Ability to use basic office machinery such as a computer, copier, postage machine. Able to type at least 45 wpm. Proficient in use of a telephone system. Proficient in the use of all Microsoft Office software products. Ability to pay close attention to detail as accuracy is of the utmost importance. Have a clean driving record and able to legally operate a company vehicle.

Must have a positive, patient, cooperative, and pleasant attitude towards all. Customer service skills that portray an attitude of gratitude must be displayed at all times.

Must continue to enhance job skills by actively participating in trainings.



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.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle or feel objects, tools or controls. The employee frequently is required to talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch or crawl.

The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Must be able to work independently while being in a team oriented environment. Able to adapt and respond to changing environments.

The noise level in the work environment is usually moderate.

Printed Name

Date

Signature

Supervisor Signature