



NEW HAMPSHIRE  
CHARITABLE FOUNDATION

**Community Impact Associate –  
Student Aid**

Date of Last Revision: 9/1/22

**Title Group:** Associate

- supports people, a function, or a group of processes within a department
- may perform pieces of complex work not included in primary duty
- has no responsibilities for performance management of staff

**Department:** Community Impact

**Status:** Non-exempt      **Reports To:** Senior Student Aid Officer & Grant Systems Analyst

**Position Summary**

Primarily Advances Strategic Goal I, Strategy 2: Increase focus on equity, racial justice and economic security in grantmaking and strategic initiatives: The Community Impact Associate – Student Aid provides a range of administrative support for Student Aid, and back up on general departmental support.

**Essential Job Functions and Responsibilities**

*Student Aid*

- Supports overall Student Aid program, assisting with: application management, website management, correspondence templates, creating and updating internal processes and procedures, generating and reviewing reports, scheduling internal and external meetings and outreach to students and schools
- Administers outside high school scholarship committees, including completing annual mailings, annual certifications, award data entry, and troubleshooting issues that may arise
- Responsible for data entry and record keeping, including transferring data from online scholarship portal to scholarship/grants management database
- Responds to student queries via phone and email
- Assists with scholarship renewal process
- Provides support for specific scholarship programs that require special handling as assigned
- Administers student loan transactions

*General Department Support*

- Provides backup support for department activities including grant processing, nonprofit inquiries and meeting preparation.
- Other projects and duties as assigned

**Essential Knowledge, Skills, and Attributes**

- Highly organized, flexible and efficient
- Strong communication and interpersonal skills
- Ability to draft, proofread, reformat and compile documents, reports,

- spreadsheets, presentations and other written materials to Foundation standards.
- Excellent customer service skills, including through telephone, email or other methods of virtual communication.
  - Excellent judgment and ability to think critically
  - Ability to work under deadline pressure
  - High attention to detail and accuracy
  - Ability to organize multiple tasks/projects, as well as prioritize tasks within projects
  - Ability to handle sensitive and confidential information with discretion and judgment
  - Ability to make independent decisions and take initiative as appropriate
  - Ability to work in teams, and to collaborate well with people from a wide variety of backgrounds and settings.
  - Ability to understand, communicate with and effectively engage with people across cultures.
  - Belief in the mission and purpose of the New Hampshire Charitable Foundation

### **Job Characteristics**

- Candidates have the option of working from a Foundation office, a home office or a hybrid approach. The Foundation requires all staff to be onsite on the first and third Tuesday of each month. Additional in-office presence may be required for training/orientation and to meet department or team needs.
- Requires long periods of time at a computer
- Occasional evening and/or weekend work may be required
- Occasional travel around the state may be required

### **Essential Qualifications**

- A combination of education and experience equivalent to the needs of the role
- Highly Proficient in Microsoft Office Suite of products (with emphasis on Excel)
- Understanding of networking and internet concepts, along with ability to quickly learn or engage with new technologies that improve efficiency and further the Foundation's mission.
- Experience with Blackbaud products and database software a plus
- Experience with online meeting platforms, conference calling, and other meeting software products
- Valid driver's license

### **Organizational Life**

- Participates in the Foundation's organizational life, including work groups as assigned and events as required
- Positively demonstrates the values and contributes to the culture of the Foundation
- Interacts professionally with other employees and external stakeholders
- Works effectively as a team contributor on all assignments
- Follows all company policies and procedures, as well as all local, state and federal laws concerning employment
- Contributes to a safe and productive environment

*Essential job functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities.*

*This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills,*

*efforts, duties, responsibilities or working conditions associated with the position. This job description is general and may evolve over time. The description is subject to periodic updating. At management's discretion, the employee may be assigned different and/or additional duties or responsibilities.*