Scholarship Program Coordinator
JOB DESCRIPTION

Department	Philanthropic Programs	**Reports To**	Scholarship Program Officer
Location	Wasilla, AK	**Travel**	As needed
FLSA Classification	Non-Exempt	**Supervisory Responsibility**	No
Salary Grade	2	**Salary Range**	25.28 – 29.81
Effective Date	August 2026	**Last Review Date**	N/A

Position Summary

The Scholarship Program Coordinator is key to the administration of Mat-Su Health Foundation scholarship program services and contributes to the program's development and enhancements of program services and operations. This position takes ownership of the program's current and future technical components and processing needs, leads data projects from conception to completion, including the adoption of a new CRM, and supports outreach and customer service in collaboration with the Grants Operations Department. The coordinator oversees scholarship program operations and compliance, fosters continuous improvement and alignment with MSHF's mission and goals, and meets best practices in scholarship administration. The ideal candidate is passionate about helping students achieve their educational and career goals and demonstrates strong technical, organizational, and communication skills.

Essential Duties and Responsibilities

Program Management

- Collaborate with the Scholarship Program Officer to develop and implement strategic goals and program initiatives.
- Manage all phases of the scholarship lifecycle, from application intake through award closeout, ensuring compliance, accurate recordkeeping, payment verification, refunds, and efficient day-to-day program operations.
- Facilitate access to supplemental resources for scholarship recipients.
- Maintain operational calendars, scholarship cycles, and deadline schedules
- Support CRM implementation and technology improvement projects in collaboration with MSHF staff and consultants to enhance program operations and service delivery.

Administration & Applicant Support

- Provide support and guidance to applicants' questions and needs throughout the application process.

- Communicate directly and efficiently with educational institutions and training providers to ensure compliance with scholarship program requirements.
- Collaborate with MSHF Grants Operations department and stakeholders to develop and manage applicant tracking and compliance management processes.
- Develop and maintain processes to ensure scholar data and files are accurately stored in the scholarship program CRM.
- Work with internal and external stakeholders to generate and validate program data.
- Utilize program data to guide and make recommendations for programmatic developments that enhance scholarship recipient experience.
- Support scholarship events, including information sessions and the annual scholar reception.

Stakeholder & External Relations

- Build and maintain relationships with educational institutions, training providers, grantees, and other stakeholders.
- Lead and manage the development and implementation of program CRM training efforts for internal and external stakeholders.
- Monitor CRM technologies, scholarship administration trends, and industry best practices to drive process improvements, operational efficiency, and program advancement.
- Monitor and utilize local and state health, human services and other workforce needs, trends, and conditions to inform recommendations for program development.

Health Equity & Inclusion

- Support program alignment with the organizational commitment to promoting health equity and inclusion.
- Strive toward equity and inclusion in all interactions.
- Utilize equity principles and best practices to inform iterative program development.

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.

Competencies

- Demonstrated written and oral communication skills across broad and diverse audiences.

- Ability to learn quickly, be flexible and highly organized in a fast-paced environment with competing demands while maintaining integrity of work product.
- Demonstrated leadership and project management skills, including an ability to coordinate logistics for complex programs.
- Ability to quickly learn and apply new technologies; proficient in using software systems, databases, CRM platforms, and productivity tools to manage information, streamline workflows, maintain data accuracy, and support organizational goals.
- Ability to work collaboratively across internal and external stakeholders.

Education & Experience

- Bachelor's degree preferred or a minimum of three years of experience with data entry, database management, customer relationship management (CRM), or scholarship management strongly preferred.
- Literacy in Microsoft Office suite.
- Literacy in database management systems, standard office communications systems, copiers, and other office equipment.
- Knowledge or experience with higher education or career and technical fields preferred but not necessary.

Work environment: Employee will be working in a typical office environment with offices, moderate temperature, and equipment noise. Employee will be expected to occasionally adjust work schedule, work overtime, and work evening/weekend hours as needed.

Physical demands:

- The physical demands of this office-based position primarily include prolonged periods of sitting at a desk or workstation.
- The role requires sufficient manual dexterity to perform frequent tasks such as typing, using a mouse, writing, and handling documents.
- Visual acuity is essential for reading printed materials, emails, spreadsheets, and computer screens.
- Effective verbal communication and adequate hearing are necessary for regular interactions via phone, video conferencing, and in-person meetings.
- The position may occasionally require minimal lifting or carrying of items weighing up to 20 pounds, such as laptops, binders, or office supplies, as well as occasional standing or walking within the office environment for meetings or collaborative tasks.

- Additional physical requirements may include occasional travel—which can involve extended periods of sitting, walking through airports, and lifting luggage—or stair climbing in offices where elevators may not be accessible.

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position, in accordance with the Americans with Disabilities Act (ADA).

EEO statement: Mat-Su Health Foundation is an equal employment opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.