We’re Hiring: Scholarships Coordinator

What we need:

Child Care Aware of Washington is looking for a customer service focused scholarship coordinator.

Who you are:

You are purposeful, innovative and understand how and why communities and individuals like to engage with mission driven non-profit organizations. Being bilingual and bicultural, you are ready to make a difference in the diverse communities you will serve to expand their skills and education in early learning. You enjoy being part of a creative team and are passionate about professional development. You think strategically - with a focus on impact over intention - while juggling multiple projects and offering responsive services. You are committed to ensuring that individuals are represented in and have equitable access to early learning and child care workforce supports. Authentic self-reflection, self-awareness, and high emotional intelligence are central to who you are, and you utilize these skills to build trusting relationships with colleagues and external stakeholders. You give, seek, and take feedback in a professional manner and demonstrate a growth mindset. You look for opportunities to learn, stretch and engage in the parallel process of goal setting and continual improvement and can communicate effectively with individuals from diverse cultural backgrounds and language groups.

Who we are:

Child Care Aware of Washington (CCA of WA) is Washington’s most trusted child care resource. We are our state’s most thorough and accessible source of information and support for families seeking quality child care and a trusted partner to child care professionals. CCA of WA provides culturally responsive coaching, technical assistance and professional development services that improve child care quality statewide. We provide services via a statewide network of locally based partners, and through our Family Center.

We strategically customize our services, collect, and analyze performance data, inform, and guide public policy, and provide unique leadership to support Washington’s child care system.

CCA of WA envisions a world where children and families, especially those who are marginalized, discriminated against, or otherwise ostracized because of systemic racism, have access to equitable, quality child care and early learning programs that lead families to thrive economically.
What you will be doing:

Providing direct support and case management for early learning professionals pursuing their education through the CCA of WA Scholarships program. You will be responsible for supporting each of our scholars through their post-secondary educational journey from their application submission to graduation from their program. This position is responsible for building the Early Learning professional workforce in acquiring the skills they need to deliver high quality, responsive services to a diverse early learning field. You will also be responsible for disbursing funding for various scholarships that are administered by CCA of WA.

Essential Job Functions:

- Manage caseload of incoming and active scholars, providing support by phone, zoom, email, and in person.
- Build relationships with college staff, child care directors, owners, and internal and external early learning partners.
- Provide guidance, advocacy, academic institution navigational support to scholars regarding all scholarship matters including scholarship applications, tuition payments, grade reporting, progress toward educational goals and expense reimbursements.
- Create, manage, and update scholarship database, applications, policies, processes, and procedures.
- Maintain accurate records on scholars in the scholarship database and ensure participant’s personal information is protected.
- Actively participate and consult with the data team in database admin changes and with program manager in program admin changes.
- Process scholarship applications, contracts, reimbursements, expenditures, and tuition payments.
- Collaborate with the CCA of WA staff, college faculty and staff, child care facilities and directors, as well as community partners to help scholars successfully meet the goals and objectives of the program.
- Represent CCA of WA and the scholarships program virtually and in-person at trainings, conferences, scholar visits, and community outreach efforts as needed.
- Represent CCA of Washington in meetings locally, statewide, and nationally as assigned.
- Participate in internal workgroups and committees.
• Produce ad hoc scholarship reports as needed.
• Represent CCA of Washington in meetings locally, statewide, and nationally as assigned.
• Other duties, as assigned.

Competencies
• Learn and adapt to new information and changes quickly. Can synthesize new information, possesses a high level of attention to detail for data. Can implement changes and execute on a quick timeline as needed, while remaining accurate.
• Effective at building relationships and modeling cross-cultural agility. You’ll regularly connect and collaborate with scholars across the state, providing a high level of support with a customer service mindset.

Additionally, you see yourself reflected in the ability to:
• Effectively bridge policy and practice.
• Manage projects to completion while synthesizing and prioritizing multiple perspectives.
• Work and contribute to an inclusive and supportive team environment, and work independently, exercise sound judgment, decision-making, and assume responsibility for completion of tasks.
• Articulate CCA of WA’s strategic vision and mission: LINK: https://childcareawarewa.org/about-us/

Qualifications

Required
• Bachelor’s degree in human services, education, social work, non-profit administration, or related field. OR an Associate degree and 2 years relevant work experience.
• Bilingual (written and verbal fluency) and bicultural in Spanish or Somali to serve non-English speaking students.
• Experience managing a large caseload with intensive file management within multiple program requirements and ability to organize systems to manage high volumes of paperwork and reporting needs.
• Excellent verbal, written and interpersonal communication skills, including high-level customer service skills and demonstrated experience working with diverse groups/populations.

• Demonstrated computer proficiency and in-depth knowledge of Microsoft Office Suite.

• Experience with database entry and management and report generating.

• Ability to travel both in-and out-of-state and attend occasional evening or weekend meetings; valid Washington driver’s license, insurance, and a reliable vehicle at his/her disposal.

• Ability to maintain confidentiality and to handle confidential and sensitive information in an appropriate manner.

Highly Preferred

• Work experience in the higher education field, especially in financial aid.

• A combination of experience, education and/or professional development in the child care and early learning industry.

• Proficient database management skills. Experience with Salesforce, Form Assembly, DocuSign, and Adobe Pro is a plus.

Location

We will consider candidates who live in Washington State. If you live in the core geographic area of King/Pierce/Thurston counties, you will be classified as a local hire. If you live outside that area, you will be classified as Geo Remote. Depending on classification there will be different expectations of remote and in-person work scheduling. Geo Remote staff are required to be in-person in our Tacoma, WA physical office a minimum of 1-2 days per month and travel expenses are reimbursable.

Salary Range, Hours, Benefits

The annual salary range for this non-exempt position is $42,000 to $51,500.

Flexible work schedule, generous paid time off (sick and vacation) and Extended Illness Bank, 403b, health/dental/eye care/ancillary insurance, employee assistance program.

Opportunity for All

Child Care Aware of Washington values diversity of ethnicity, race, socioeconomic status, sexual
orientation, gender, religion, language, ability, and experience. We are committed to our racial equity framework which includes hiring practices that seek to disrupt systemic racism and ongoing learning, self-reflection and transparency about equity and justice in our work.

You are welcome to include the name and pronoun you would like to be referred to in your materials and we will honor this as you interact with our organization.

Submit cover letter and resume and, if available, an online or PDF portfolio of your work, to:

Alan Strand, Director of Finance & Operations careers@childcareawarewa.org

Timing:

Application reviews will begin the week of August 1st, 2023. We would like to have the right candidate hired by September 1st. The hiring manager reserves the right to make a hiring decision at any time—we encourage you to apply as soon as possible if you are interested in the position. Thank you!