



<b>Job Title:</b>	<b>Operations Support Specialist</b>	<b>FLSA Status:</b>	Non-Exempt
<b>Remote Work Eligible:</b>	No	<b>Role:</b>	Provides administrative, reporting, and systems/process support for scholarship operations, internal business processes, and Foundation data platforms.
<b>Level/Salary Range:</b>	\$42,000 - 48,000	<b>Position Type:</b>	Full-Time
<b>Reports to:</b>	Director of Scholarships, Affiliates, and Business Operations	<b>Hours Worked:</b>	8:00 a.m. – 4:00 p.m. app

### Summary

The Operations Support Specialist is responsible for three major functions: (1) scholarship administration support, (2) reporting/data entry and data quality support across Foundation systems, and (3) business process and finance/controls administrative support. The role performs a variety of routine and non-routine administrative, clerical, and accounting support functions to help ensure accurate records, dependable scholarship cycles, and consistent internal processes.

### Job Description

#### SUPERVISORY

This position has no supervisory responsibility.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

##### Scholarship Administration Support

- Supports annual scholarship application cycles by configuring dates, forms, and operational settings; assists with new scholarship set-up and annual variances in the scholarship system.
- Serves as first-line operational support for applicant/committee process questions (system navigation, deadlines, submission confirmations) and escalates policy/eligibility questions to appropriate staff.
- Builds and maintains scholarship committees, schedules, and communication workflows; coordinates scoring/report timelines and validates scoring and snapshot reports for completeness.
- Produces scholarship award packets and internal ceremony materials (e.g., score summaries, certificates, scripts/recipient lists) and coordinates distribution to internal stakeholders and schools as directed.

##### Reporting, Data Entry, and Data Quality

- Performs routine database entry and maintenance to support accurate records, reporting, and downstream processes; follows documented protocols and updates documentation as procedures evolve.
- Runs, compiles, and distributes scheduled reports and ad hoc data exports as directed (including campaign/mail list outputs and scholarship reporting).
- Assists with data aggregation and basic data visualization outputs (e.g., maintained datasets, standardized exports, Power BI-ready tables) to support internal reporting needs.
- Supports routine data-quality checks (duplicate review, missing fields, validation against source documents) and logs corrections using Foundation-approved procedures.

##### Finance / Accounting Support

- Supports established internal control processes by recording daily donations, maintaining logs, documenting evidence, and preparing/organizing audit-ready support materials as assigned.
- Performs clerical and accounting-support tasks such as assembling documentation for monthly close segments, maintaining reconciliation support schedules, and preparing standardized reports for review.

- Supports routine reconciliation preparation (e.g., downloading statements, organizing support, matching activity to reports) and routes questions/exceptions to appropriate finance staff.
- Coordinates items such as ACH-related administrative steps, supporting documentation, and tracking/verification records as directed.

#### **Business Process & Systems Administration**

- Provides administrative support for Foundant platform usage (CommunitySuite / GLM / SLM), including user-facing how-to guidance, standard report administration, and internal troubleshooting/escalation.
- Assists with internal process implementation by applying approved changes in systems, updating templates/checklists, and helping train staff on the updated process steps.
- Monitors vendor/system updates that may affect workflow; flags impacts to the Director and helps coordinate related documentation updates and staff communications.
- Serves as a first-line internal Microsoft 365 support resource (SharePoint site administration support, permissions/workflows as assigned, file organization standards, and basic automation support).

#### **Policies, Procedures and Records Management**

- Maintains schedules for periodic reviews of internal procedures as assigned; tracks completion and ensures current versions are stored in the appropriate location(s).
- Supports records organization and retention practices by maintaining filing structures and archives, including but not limited to, scholarship operations, reporting, communications, and internal controls documentation.

#### **Additional Responsibilities**

- Manages recurring business cycles (scholarship season, monthly reporting, close support, annual updates) to improve consistency and cross-coverage.
- Creates and maintains standardized templates (e.g., reporting packets, schedules, internal communications) and performs quality checks to reduce errors.
- Tracks and coordinates internal systems support tickets and maintains an internal log of issues/resolutions for institutional knowledge.
- Provides cross-coverage for other back-office administrative tasks as assigned.

#### **LICENSES AND CERTIFICATIONS**

No licensure or certifications required.

#### **EDUCATION AND/OR EXPERIENCE**

Associate degree, bachelor's degree, and/or four (4) or more years of experience; certification and training in applicable skills desired.

Experience working with a philanthropic or other Customer Relationship Management database to record, report, and maintain data integrity; experience with reporting and spreadsheet tools preferred.

#### **OTHER KNOWLEDGE, SKILLS AND/OR ABILITIES**

- Experience in data management and report preparation; attention to detail and commitment to accuracy.
- Ability to multi-task, meet goals and deadlines, and work in a team environment.
- Ability to follow documented procedures, maintain logs/evidence, and communicate exceptions clearly to appropriate staff.
- Self – starter, highly organized, ability to self-manage.

- Strong organization skills and detail oriented;
- Ability to clear background screen; bondable;
- High proficiency in Microsoft Excel, Outlook, and Word; working knowledge of SharePoint and collaboration tools preferred.

**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. Reasonable accommodations must be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position the employee is primarily sedentary and there is minimal physical exertion required. The position requires manual dexterity and repetitive motion, with reasonable accommodation; and clear speech due to extensive oral communication with the public, co-workers, and supervisors.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the majority of the work is performed indoors in a controlled temperature environment, protected from external weather conditions.

Reviewed By:	R. Brown	Date:	August 4, 2025
Approved By:	B. Treece	Date:	August 4, 2025
Last Updated By:		Date/Time:	