

Children's Scholarship Fund: Program Manager

Location: Children's Scholarship Fund New Hampshire, Concord, NH
Employee Type: Full time

The **Program Manager**, is a leader in the execution of CSF's programs to ensure the efficient and compliant delivery of mission-related services. Beginning in the 2024-25 school year, CSF will provide scholarships to economically eligible students attending Learning Centers throughout Massachusetts.

The responsibilities include taking the lead on Massachusetts program outreach and operations and operational and compliance functions in New Hampshire EFA program, managing correspondence tools and databases, leading parents to utilize their grants in efficient and complaint ways, recruiting and onboarding providers, creating reports and disseminating information to leadership team including program progress and issues to address.

Key Responsibilities Include:

- Educating and broadening program participation with participating families and education providers, learning centers.
- Managing the application process: data entry of applications; corresponding with families and learning centers by phone, email and in person; making final determinations on applications; managing the payment process; program reporting; and other administrative tasks.
- Handle difficult / critical EFA customer service, answering challenging questions and addressing pressing concerns from parents and education providers.
- Manage complex EFA adjudication and appeals process: difficult / critical order adjudicating, providing alternative allowable solutions, and/or detailed denials.
- Recruiting, EFA adjudicating provider applications, and assisting in proper establishment, training and compliance of providers.
- Preparing and presenting information on CSF to key constituents including parents, learning centers, providers, donors, prospective donors and leadership team.
- Support the cultivation of prospective donors and stewardship of current donors to advance CSF's mission.
- Demonstrate servant leadership across all levels of the organization, foster an atmosphere of problem solving and continuous improvement.
- Other duties as assigned.

Knowledge, Skills, and Experience Required Include:

- Humble, respectful, receptive, agile, eager to learn.
- Ability to work, in person, both independently and collaboratively with a team.
- Ability to travel to Learning Centers throughout Massachusetts.
- Ability to work under pressure, organize work assignments, focused, quick learner, strategically prioritizes work.
- Demonstrated leadership ability, strong communicator, decision-maker, collaborative.
- Demonstrated process leadership to drive positive outcomes, problem solver, analytical-minded, challenges existing processes, critical thinker.
- Demonstrated servant leadership approach, collaborative approach to problem solving, experience working across teams.
- Strong customer service orientation.
- Excellent organizational, communication, and planning skills.
- Fluent or proficient in Spanish, both written and verbal and/or other, multilingual is a plus
- Knowledge of Microsoft Office, especially Word and Excel.
- Familiarity with cloud-based database systems a plus.
- Resourcefulness and initiative; able to operate with minimal supervision.

Candidates wishing to apply should email a cover letter and resume to kbaker@scholarshipfund.org