Title: Program Associate

Hours: Full-Time

Classification: Non-Exempt

Created On: 09/30/2020

Department: Community Investment

Last Revision Date: 09/30/2020

Reports to: Vice President for Community Investment

Summary of Position:

Community Foundation of the Lowcountry is a nonprofit organization, located in Hilton Head Island, SC and whose mission is to strengthen the community by connecting people, resources and needs. We serve Beaufort, Colleton, Hampton and Jasper Counties.

The Community Investment Office has an immediate job opening for a Program Associate to work with grant and scholarship programs, providing administrative and technical support, while delivering high-level customer service to various internal and external stakeholders.

The ideal candidate will be a resident of the Lowcountry who is committed to learning more about the services we provide while enthusiastically working to help us achieve our mission.

Principal Duties and Responsibilities

- Provide support to grant applicants and scholarship applicants.
- Perform liaison duties for assigned Giving Circles, nonprofit agencies or scholarship funds.
- Provide cross departmental support to the team by performing various administrative tasks to advance all requests.
- Help create and test new applications.
- Review grant applications, interim and final reports.
- Review scholarship applications and follow-up reports.
- Prepare accurate minutes for Giving Circles, grant or scholarship committee meetings.
- Perform general accounting support as assigned, including fund reconciliation, data entry into Community Pearl or Community Akoya, MS Excel and other systems used at the Foundation.
- Process applications, award or declination notifications and payments.
- Prepare and update spreadsheets.
- Perform data entry/clean up.
- Present Community Investment programs to external stakeholders.
• Provide technical support to persons accessing the online portals, fielding questions regarding fund balances, grant status, donor relationships and all Community Investment programs.
• Participate in departmental and cross departmental work teams.
• Maintain written procedures appropriate to each area of responsibility.
• Perform other duties as assigned by Vice President for Community Investment.

Minimum Qualifications:

• Bachelor’s degree or equivalent required and a combination of two years-experience in administrative processes or customer service.
• Strong technology skills, including proficiency with a number of computer software applications including but not limited to MS Word, Excel, Outlook, Access and Power Point and the ability to quickly and easily learn new software programs across various platforms.
• Ability to communicate effectively and professionally, both verbally and in writing, with various audiences.
• Ability to prioritize and complete work in a timely fashion with a high degree of accuracy while adapting to new or tight deadlines.
• Attention to detail and ability to work with minimal supervision following accepted procedures/protocols.
• Ability to develop and maintain positive interpersonal relationships both internally and externally.
• Demonstrated initiative and commitment to work as a team member.
• Dedication to delivering high quality customer service.

Preferred Qualifications:

• Experience in a Foundation or nonprofit setting.
• Experience in an accounting/finance and/or customer service position helpful.
• Advanced template and spreadsheet experience.
• Strong technical skills including experience with relational databases and other business software platforms.
• Understanding of IRS regulations governing community foundations, charitable funds, scholarship award programs, and grantmaking.

Measures of Accountability:

• Assigned work is accurately completed in a timely manner.
• Work time is managed effectively.
• Sound professional judgment is demonstrated.
• Cooperative and supportive work relationships are maintained.
• Adherence to policies, procedures and protocols is demonstrated.
• Confidentiality and discretion are demonstrated.
• Consistent delivery of highest level of customer service is demonstrated.
• Verbal and written communication is effective.
• Regular and reliable attendance is maintained in the Hilton Head Island office.
**Working Conditions:**

The successful candidate must live within a reasonable distance to commute to the Hilton Head Island office daily and must be able to work at a PC for extended periods of time. Travel may be required to partner organizations in Beaufort, Colleton, Hampton or Jasper County.

Starting pay: $19.50/hr

Community Foundation of the Lowcountry encourages applications from those who represent the rich diversity of the Lowcountry.

**To apply:**

Send your resume and cover letter to: humanresources@cf-lowcountry.org