



Indigenous Education, Inc., home to the Cobell Scholarship

AVAILABLE POSITION: Scholar Success Associate

COMPENSATION: up to \$50,000 per year plus generous benefit package

LOCATION: In-Person or Remote

REPORTS TO: Assistant Director of Research and Scholar Success

CLOSING DATE: Until filled **START DATE:** TBD

To support Indigenous Education Inc.'s (IEI) mission to elevate support for the success of Native students in higher education, the Scholar Success Associate will bring relevant education (bachelor's degree required), experience, and skills in service to the organization. Consistent with appropriate educational and scholarship industry practices, combined with coordinating IEI protocols and practices related to the management of scholarships, the Scholar Success Associate will support many aspects of Cobell Scholarship Program, with extra emphasis on Scholar support via the Cobell Community.

Web-based Platform Management (Primary)

The Cobell Community is a web-based platform, powered by HiveBrite, that requires extensive knowledge of web-based platforms for internal use and individual applicant information sessions. Support for applicants, Scholars, and other Cobell Community members is conducted in a fast-paced, multi-priority environment requiring a high level of organizational and independent decision-making skills. Data entry requires accuracy in databases and Excel functions. Experience with Tableau strongly preferred. Working with colleges and universities, tribes, and families requires a high level of confidentiality, independent decision-making and seasonal (sometimes repetitive) customer service.

Scholar Support (Secondary)

Cobell Scholar support does not end with a financial award. Scholars are offered tools to support their educational, personal, and professional journey. The Scholar Success Associate will be tasked with the creation and maintenance of these support tools via the Cobell Community platform. Regular communication with applicants, Scholars, and community members, will be expected; and building professional relationships via in-person, telephone, online chatting, and email will require very strong verbal and written communication skills.

Required and suggested experiences, skills, and knowledge for person filling position:

- Understanding of and experience with American Indian and Alaska Native students in higher education is required
- Experience with general higher education processes with focus on financial aid and scholarships is preferred
- Independent analytical, critical, and problem-solving skills is required
- Strong verbal (presentations) and written communication experience and skills is required
- Knowledge of a variety of technological platforms and multiple communication channels i.e., Constant Contact, Adobe Pro, and Microsoft Office Suite as well as new technologies as they arise.
- Some social media management experience is preferred.

Job Description & Assigned Duties

- Provide Scholar support and create support programming in the Cobell Skills and Cobell Connect programs via the Cobell Community platform
- Provide support in the marketing, promotion, and dissemination of scholarship information and use of the online application processing system
- Provide ongoing support and communication to and with applicants, prospective applicants, Scholars, financial aid offices, tribal administrators, and other external partners
- Collaborate with our HiveBrite Customer Success Manager around immediate and long-term online community goals
- Assist core team in creating and maintaining navigable documentation for existing processes, as well as advising on the implementation of new ones
- Other duties as assigned

**Travel may be required / lifting up to 25 lbs. may be required / *IEI is an EEO Employer*

LETTER OF INTEREST and RESUME to: studentsuccess@cobellscholar.org