



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b>	531-4200-015 531-4200-016	<b>Last Revised:</b>	06/14/2013
<b>Position Title:</b>	Education Program Specialist	<b>Department:</b>	Education and Training
<b>Reports to:</b>	Education Supervisor	<b>Division:</b>	Community, Education & Recreation Services

**Primary Function:** Coordinates and monitors all direct financial disbursements to higher education institution and students. Areas of responsibility include but not limited to departmental fiscal accounting. Interaction with higher education institution financial aid offices, bookstores, USDOE, tracking of students through data bases, evaluating student needs, projecting and formulating student bills, recruitment tasks, analyzes a variety of financial data for accurate financial allocation, attends collaborative meetings between tribal Education Department and external higher education institutions, has input on Departmental changes and formulation of internal policy, and meets with students and/or parents/guardians on regular basis. Maintains student and fiscal records, files, and logs to ensure accurate accountability of students, fiscal reports, departmental activities, and expenditures. Performs a variety of clerical and/or computer tasks to monitor at the micro level, BIA grant expenditures and Tribal resources to ensure students and the Education Department are complying with regulations, guidelines, policies and procedures for the disbursement of grant and tribal recourses.

**Job Duties and Responsibilities:**

- Serves as liaison with all accredited community colleges, apt to serve four year colleges and universities, to assist and fund students who are enrolled in college to attain a degree/certificate.
- Maintains contacts with financial aid officers, school administrators, admissions offices, Registrar's offices, at community colleges and universities, to facilitate student progress, and to assist and identify problem areas to correct financial aid, registration, and application deficiencies.
- Prepares and processes department purchase orders by applying codes verifying data, obtaining signatures, and forwarding to Program Supervisor and Program Manager for final signature.
- Contacts vendors as appropriate to obtain W-9's, leases, student bills, school invoices, and other necessary information.
- Monitors expenditures and maintains a cuff account of financial status/budget and notifies Program Supervisor of any budgetary problems; prepares lists of expenditures bi-semester.
- Maintains numerous financial and student databases on a computer.
- Prepares, maintains and evaluates appropriate tracking system for purchase orders, inventories and travel and travel expenditures.
- Continuously notifies students of deadlines by advertisements and letters. Documentation is also sent to students continuously on item needed to complete application by deadline.
- Reviews and processes all student applications based on the Education Guidelines for Eligibility. Submits all requests to Program Manager for approval.
- Prepares award letters and proper documentation for funding.
- Sets up and maintains files and records for students both manual and by computer. Maintains approximately 3000 files of inactive and active students along with a computer database to track all current students.
- Sorts, codes, distribute, and/or files documents such as student grades, correspondence, scholarship applications, and funding.

- Plans and conducts field consultation with Tribal members living in the designated service area to communicate all education programs available.
- Maintains current files of catalogs for various schools, colleges, and universities.
- Maintains logs of phone and personal contacts with students and keeps Program Manager informed of any unusual circumstances.
- Provides assistance, counseling, and support to students to facilitate their success in their schooling.
- Aggregates, copies and distributes scholarships, financial aid, and related information to over 300 students nationally to keep them aware of opportunities that are available to them.
- Maintains updated Education Guidelines for all programs and does revisions continuously with students on the program.
- Compiles data to prepare summaries, lists, report updates, etc. on program participation and forwards to Program Manager and Program Supervisor.
- Provides clerical/administrative support for the department, and the Program Manager and Program Supervisor, by typing memos, various reports, letter, requisitions, scholarship forms, etc.
- Compiles monthly student allocation spreadsheet and maintains student data base.
- Makes referrals for counseling and special assistance requests as needed to Program Manager and Program Supervisor.
- Maintains appointment schedule for student meetings and school officials.
- Represents the Education & Training Department by participating in various meetings, conferences, community meetings, summer youth college experience, seminars, etc. some of which may require overnight travel and some weekends.
- Assists throughout the department as needed to facilitate workflow and coordinates with other staff to provide training to receptionist as needed.
- Oversees the office and daily operations in the absence of the Program Supervisor as needed.
- Maintains a neat and orderly work area.
- Receives and screens incoming correspondences, reports, etc, handles those which can be answered from files and records; and forwards others to appropriate supervisor.
- Periodically facilitates student training/orientation meetings to ensure that the student has a clear understanding of departmental guidelines and any changes to support student success in the navigation of tribal resources and their school's financial resources.
- Periodically travels for training and meetings to maintain up to date information pertaining to federal, state, and collegiate educational guidelines.
- Prepares breakouts of student expenditures for upfront automatic per capita garnishments.
- Answers phones as required to answer student and college representative questions in regards to funding and program guidelines.
- Reports potential funding issues and make recommendation to the program supervisor and manager for resolve.
- Researches and compares different housing and meal costs for every college and university.
- Meets with students individually to go over and explain their funding breakdown.
- After student graduates or is no longer in school, close out file, add info to database, and scan on ImageNow.
- Requires strong problem solving skills, to work independent, and be able to communicate accurately, both verbally and written.
- Must be able to write highly technical and functional reports on problematic issues with students and Higher Education Institutions.
- Must be proficient in Word, Excel, and Access.
- Performs job duties according to established safety guidelines and tribal policies.

- Performs other duties as requested by supervisor or manager.

**Education  
/Experience:**

A Bachelor's degree in Accounting, Business Administration, Social Work, Counseling, or Education and 2 years work experience in compliance, office management, counseling, accounting, high school education or social work is required. Must obtain Notary Certification within six months of being hired. Must possess a valid NC Drivers License. Twelve months would be required to become proficient in this position.

**Job Knowledge:**

Must have thorough experience with the tribal higher education department and institution of higher education. Tribal Fiscal and higher education institution policies and procedures for programs to ensure resource allocation and payment compliance. Process tuition work up sheets, income reports, checks, FAFSA application for students and financial aid offices. Monitors on and off campus housing lease and contract agreements with property landlords. Must have excellent writing skills to send correspondence(s) and communicate(s) on Pell grant requirements, higher educational institutions' processes. Special needs of EBCI students requires the ability to plan, coordinate, and administer assigned programs, also must be able to interpret and apply rules and regulations of the departmental education guidelines to help counsel students in meeting said guidelines and policies. Must possess knowledge of other operations offices (for instance, Finance for purchase orders and garnishments, as well as council for annual reports) and daily procedures within the Education and Training Department. Must have organizational and bookkeeping skills with knowledge of specified software programs and applications for maintaining tribal databases and spreadsheets. Must be skilled in the use of basic office equipment such as computer, calculator, copier, phone system, scanner, etc. Must be familiar with scholarships, financial aid, and funding opportunities. Requires strong written and verbal communications skills.

**Contact with  
Others:**

Interacts frequently with coworkers, students, parents/guardians, colleges, and other tribal personnel. Must have the ability to establish and maintain effective working relationships with students, parents/guardians, private property managers for off campus housing, coworkers, all high school counselors and college/university personnel necessary for the implementation and administration of the program. Has phone contact with students, parents/guardians, Education systems (Financial Aide officers, Student Advisors, Book stores, Housing Department, Meal Plan distributors, Private Property Managers, and other associated school liaisons), external vendors, and other professionals where the use of business etiquette, tact, and courtesy are required to maintain positive relations. The nature of contacts involves discussions, the exchange of information, and responding to questions.

**Confidential Data:**

Has access to all student information including grades, financial status, etc. which is considered confidential and would not be in the best interests of the department to disclose. Must adhere to all tribal as well as Family Educational Rights and Privacy Act (FERPA) confidentiality policies and procedures.

**Mental /Visual  
/Physical Effort:**

Close attention to detail and mental concentration are required for duties involving the computer, record keeping, and compiling data. Subject to frequent interruptions requiring varied responses. Job duties require standing, reaching, sitting, manual dexterity, visual acuity, and ability to speak and hear.

**Environment:**

Works in a normal business office with periodic visits to schools and other agencies. Has minimal exposure to disagreeable working conditions.

**Extent of  
Supervision:**

Responsible for student payment decisions of a routine nature referring unusual circumstances to the Education Supervisor or Manager. Decisions must be in compliance with departmental

guidelines. Overall goals, objectives and job parameters are defined and must function within established regulatory guidelines.

**Scope of Supervision:**

Is not responsible for the supervision of any other employees.

**Supervision Received:**

Works under the general supervision of the Education Supervisor.

**Responsibility for Accuracy:**

A high degree of accuracy is required in job procedures such as completing scholarship applications, recording data, and preparing reports. Deals with exact and precise billing information data for students, schools, housing leases, and educational expenditures. The position provides data which safeguards tribal resources and protects the tribe from any fraudulent activities. Monitors and tracks all funds allocated to colleges and students by the Education and Training department in compliance with various tribal offices and the use of GEMS database pertaining to vendor information and expenditures. The incumbent would work on multi-million dollar disbursement programs, i.e. (BIA, Tribal, HE, AE, AVT, etc.) therefore, must be capable of making sound judgment calls. Must be able to micro-manage tribal, federal, state, and college forms as well as tribal policies and education guidelines to recognize and input/extract information for student files and databases (such as Education database, GEMS, Paper Vision, etc.) to provide information and reports for annual council reports. Undetected errors would have an extremely negative impact on tribal resources and student activities. Works in conjunction with student coordinators to minimize discrepancies in paperwork and student compliance. Work is subject to review by and is approved by the supervisor prior to submitting to others.

**Resourcefulness & Initiative:**

Follows established policies, procedures, and guidelines. Judgment and initiative are required to maintain accuracy and efficiency. Planning, problem solving, and resourcefulness are necessary to respond appropriately to situations, establish work priorities, and meet scheduled deadlines. Requires the ability to coordinate and administer multi-faceted programs and give attention to several duties simultaneously. Job duties are performed with minimal supervision.