



# College Financial Services Coordinator: Program Specialist

<b>Employment Type:</b>	Regular Full-Time
<b>Classification:</b>	Exempt
<b>Location:</b>	3043 Research Drive, Richmond, CA 94806
<b>Schedule:</b>	40 hours per week, Monday-Friday, with occasional evening and weekend hours required
<b>Reports To:</b>	Director of Financial Services
<b>Supervises:</b>	N/A

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## Organization Overview

Since 1989, Making Waves Foundation has provided educational opportunities that change young lives. Today, Making Waves remains committed to providing historically underserved and underrepresented students access to an equitable education that will propel them to a successful and rewarding future.

What began in 1989 as the Making Waves Education Program, an academic afterschool tutoring and support program for 46 5<sup>th</sup> graders, has evolved into the opening in 2007 of Making Waves Academy, a tuition-free public charter school serving 5<sup>th</sup>-12<sup>th</sup> grade students, and the creation of the College and Alumni Program (CAP), which provides a critical bridge between college acceptance and college graduation.

Serving the San Francisco Bay Area since 2013, CAP currently supports nearly 700 low-income and historically underrepresented college students, who we call Wave-Makers, through the successful completion of their degrees, as quickly and with as little debt as possible. CAP serves Making Waves Academy graduates, CAP Bay Area scholarship recipients, and students from the former Making Waves Education Program, as well as Making Waves Academy high school seniors. What makes CAP different is its combination of personalized coaching, financial literacy training, and need-based scholarships. Upon graduation, Wave-Makers are equipped with the skills to build meaningful careers and positively contribute to society.

While nationally only 13% of students from low-income households have a college degree by age 24, 86% of CAP college students are on track to graduate within six years (83% of CAP students come from low-income households, and 82% are first-generation college students). On average, CAP college students borrow \$230 in student loans per year, which is 3% of the national average of \$7,200 in loans borrowed annually by undergraduates.

For more information, visit <https://making-waves.org/how/cap/>.

## **Position Summary**

CAP is seeking a College Financial Services Coordinator: Program Specialist who will support a caseload of approximately 100 Making Waves Academy high school seniors in managing the financial components of earning a college degree. College Financial Services Coordinators work with students to choose an affordable college, set and maintain budgets, manage the CAP scholarship, complete financial aid forms, and graduate with minimal debt.

## **Position Responsibilities**

### **Direct Service (40%)**

- Support Wave-Makers through federal, state, and institutional financial aid application and renewal processes, paying attention to critical deadlines
- Work with Wave-Makers to identify and overcome financial obstacles that prevent them from succeeding
- Advise Wave-Makers on financial aid and CAP scholarship policies and guidelines, budgeting skills, and loan and repayment options
- Provide financial aid and literacy advising to Wave-Makers and their families through presentations, workshops, seminars, group working sessions, and one-on-one meetings
- Work collaboratively with CAP, MWA, and Making Waves Foundation staff to ensure that Wave-Makers receive excellent financial services

### **Data Organization & Administrative Responsibilities (20%)**

- Maintain detailed and accurate records in CAP's Salesforce database, including Wave-Maker communication, task completion, budgets, scholarship payments, and financial aid
- Process scholarship payment requests and petitions in accordance with CAP policies and guidelines
- Input and organize data for the Financial Services Department as needed

### **Project Planning, Execution, & Management (40%)**

- Utilize Salesforce reports and list views to measure progress against goals and inform Wave-Maker outreach
- Engage in inter-departmental meetings regarding strategic planning decisions
- Update, create, and present CAP financial literacy programming to rising graduates and their families
- Coordinate support from Program Operations team for senior year programming as needed
- Attend/staff CAP, Making Waves Foundation, and Making Waves Academy events as needed
- Create financial literacy resources for both Making Waves Academy seniors and current college Wave-Makers
- Produce and implement detailed project plans related to the Financial Service's departmental needs with support from the Director of Financial Services

- Additional duties and responsibilities as needed

## Qualifications

### Required:

- Bachelor's degree and work authorization required
- 2-4 years of related work experience in financial aid, scholarships, and/or financial literacy
- Excellent analytical thinking, detail orientation, and integrity
- Experience delivering effective presentations, virtually and in person
- Experience working directly with high school and college students and their families in both one-on-one and group settings, virtually and in person
- Strong computer and database skills, with Salesforce and Signal Vine experience a plus
- Demonstrated commitment to CAP's mission to coach our students to graduate from college as quickly and with as little debt as possible while equipping them with the skills and experiences needed to be competitive contributors to the global workforce
- Demonstrated proficiency and/or growth potential in key CAP Skills for Success: Adaptability/Flexibility, Communication, Planning/Organization/Time Management/Prioritization, Problem Solving/Decision Making, Relationship Building, Self-Development, and Service Orientation
- Awareness of and respect for cultural, ethnic, religious, economic, and gender diversity
- Ability to work occasional evenings and weekends for CAP events
- Occasional local travel required under non-pandemic conditions

### Preferred:

- Fluency in Spanish a plus
- Driver's license strongly preferred
- Access to a car strongly preferred

## Compensation & Benefits

**Salary Range:** Starting in the upper \$50,000s / low \$60,000s, commensurate with experience

### Benefits:

- Significant COLA (Cost of Living Adjustment) stipend, in addition to a competitive base salary (subject to annual approval by Making Waves Foundation)
- Group insurance plans with medical, dental, vision, group life insurance, and long-term disability plans (100% employer contribution for the employee)
- Retirement plan, including a matching contribution
- Flexible Spending Account (FSA) for medical/dependent care expenses
- 24 vacation days, 10 sick days, and 2 personal days per fiscal year (for full-time employees)
- 14 paid holidays per fiscal year

- Training and professional development opportunities
- Currently this position is 100% remote; we will be returning to our Richmond, California office in January 2022.

## **How to Apply**

Apply online through the Making Waves Foundation careers page: <https://making-waves.org/who/careers/>. Submit your resume and cover letter as a single document in the online application. Please address your cover letter to Ms. Ivette Chavez, Director of Financial Services.

**Application Deadline:** Open until filled

**Anticipated Start Date:** ASAP

*Making Waves is an Equal Opportunity Employer. We encourage applicants of diverse backgrounds to apply for positions in which they feel qualified. We are committed to embracing diversity and consider all applicants for all positions without regard to race, color, ethnic background, religion, sex, gender identity, sexual orientation, national origin, age, disability, or any other legally protected classification.*