

**THE CHILDREN'S SCHOLARSHIP FUND**  
**NH Education Freedom Account ("EFA") Operations Specialist**

**Location: Children's Scholarship Fund New Hampshire, Concord, NH**

**Employee Type: Full time**

**This position reports to: NH Executive Director**

**DESCRIPTION**

The NH EFA Operations Specialist, is a leader in the execution of CSF NH's programs to ensure the efficient and complaint delivery of mission-related services.

The responsibilities include taking the lead on operational and compliance functions, managing correspondence tools and databases, leading parents to utilize their EFA grants in efficient and complaint ways, mentoring coworkers, recruiting and onboarding providers, creating reports and disseminating information to NH Executive Director and NH Director of Policy and Compliance including program progress and issues to address.

**KEY RESPONSIBILITIES AND DUTIES**

- Handle difficult / critical customer service, answering challenging questions and addressing pressing concerns from parents and education providers.
- Manage complex adjudication and appeals process: difficult / critical order adjudicating, providing alternative allowable solutions, and/or detailed denials.
- Recruiting, adjudicating provider applications, and assisting in proper establishment and compliance of providers.
- Onboarding and training schools and providers.
- Management of databases, implementation and use of, and data integrity and management, between platforms.
- Coach and mentor team of approvers and learn to evaluate performance.
- Identify and define new opportunities for improvement and automation.
- Ensure conformance with operating policies and status reporting to NH Executive Director.
- Support NH Executive Director in special tasks as needed.
- Other duties as assigned.
- Demonstrate servant leadership across all levels of the organization, foster an atmosphere of problem solving and continuous improvement.

**REQUIREMENTS**

- Humble, respectful, receptive, agile, eager to learn.
- Transparent, shares critical information, speaks with candor, contributes constructively.
- 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.
- Proficient in Excel
- Demonstrated careful attention to detail.
- Resourcefulness and initiative; able to operate with minimal supervision.

**Education and Qualification:**

- Degree in related field preferred.
- A minimum of 3-5 years related experience.

**Work Week:**

- A usual work week consists of 5 days Monday through Friday 9am to 5:30pm with a half hour lunch.

**Location:****Children's Scholarship Fund New Hampshire, Concord, NH**

- This position will start out as in office and based on proven work and accountability the position can become a hybrid position with some days in the office and some days working remotely.

**Compensation:**

- Compensation includes a generous benefit package with an annual salary between \$55,000 to \$65,000 based on experience and qualifications. CSF offers approximately 80-95% employer paid health and dental insurance for employees, depending on choice of plan. The group insurer for health insurance is United Healthcare Oxford. In addition, CSF offers a 5% match of salary, on elective contributions to 403(b) retirement plan, short- and long-term disability insurance, life insurance coverage up to two times annual salary. CSF is the sponsor of voluntary AFLAC plans that employees can choose to contribute to or not.

**If interested, please send your resume and cover letter to [kbaker@scholarshipfund.org](mailto:kbaker@scholarshipfund.org)**