



THE COLUMBUS FOUNDATION

Emergency Assistance Program Assistant

About The Columbus Foundation: One of the top 10 largest community foundations in the country, The Columbus Foundation works to strengthen and improve our community through the most effective philanthropy possible. Now in its 82nd year, The Columbus Foundation has been a partner and advisor to our donors and nonprofit community in order to improve our region's collective wellbeing.

Position: Emergency Assistance Program Assistant

Department description: The Donor Services team is responsible for working with individuals, families, and businesses to assist them in achieving their charitable goals. The Emergency Assistance Program (EAP) Assistant provides critical administrative support to the Donor Services team regarding all Emergency Assistance Programs.

Position description: EAPs support employees of corporate donors facing disasters and hardships. Responsibilities include day-to-day program management, donor relations, application and data management, customer service, and reporting.

Position responsibilities:

- Program Management:
 - Process applications, including employment verifications and applicant history reviews.
 - Monitor communications with applicants and handle follow-ups.
 - Manage program databases, ensuring accuracy and efficiency.
- Customer Service:
 - Respond to inquiries via phone and email, ensuring timely and professional communication.
 - Communicate decisions (approvals/denials) to applicants and provide necessary follow-ups.
- Donor Relations:
 - Serve as the primary contact for corporate HR teams, offering administrative and technical support.
 - Pull and present quarterly survey results to corporate donors.
- Reporting & Analysis:
 - Prepare recommendations for application approvals and denials.
 - Generate program reports to support donor and internal needs.
- Team Collaboration:
 - Work closely with the Review Committee to address questions or updates regarding applications.
 - Collaborate with the Donor Services team on department-wide initiatives.
 - Other projects as needed.

Qualifications:

- Required Skills and Competencies

- a. Exceptional verbal and written communication abilities.
- b. Proven project management expertise with the ability to manage multiple priorities effectively.
- c. Demonstrated ability to work autonomously and exercise sound judgment in prioritizing tasks.
- Preferred Qualifications:
 - a. Experience in customer service or a client-facing role.
 - b. Familiarity with human resources processes and/or employee benefits administration.
 - c. Proficiency in managing databases or application platforms.
 - d. Fluency in a second language, such as Spanish or French, is highly desirable.

Salary range: \$45,000 - \$58,000

Apply on Indeed at <https://www.indeed.com/job/emergency-assistance-program-assistant-c9535df540384a71>

The mission of The Columbus Foundation is to assist donors and others in strengthening and improving our community for the benefit of all its residents.

The Columbus Foundation is an equal opportunity employer.