



## Financial Assistance Program Coordinator

### Job Announcement

**REPORTS TO:** FINANCE MANAGER

**EFFECTIVE DATE:** JANUARY 2011

**COMPANY:** THE KIDNEY TRUST

**FLSA STATUS:** NON-EXEMPT, FULL-TIME

**LOCATION:** BURLINGAME, CA

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#### **GENERAL PURPOSE OF THE JOB**

Reporting to the Finance Manager, the FAP Coordinator assists with implementing the Financial Assistance Program (FAP), maintaining the TRUST's program data and reporting, reconciling financial activity, and providing general support to the Finance Manager. As an integral member of The Kidney TRUST's staff, the FAP Coordinator also serves as an ambassador to internal and external stakeholders in order to promote positive public awareness of the TRUST and its programs.

#### **SUPERVISORY RESPONSIBILITIES**

The Program Coordinator has no direct reports.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The following duties and responsibilities generally reflect the expectations of this position but are not intended to be all inclusive.*

##### Administer the Financial Assistance Program (FAP)

Under the direction of the Fiscal Services Manager, assist with the implementation of the Financial Assistance Program. Responsibilities will include:

- Review grant applications and process program enrollment.
- Field e-mails and calls related to the FAP from dialysis providers, applicants, grantees, and other interested individuals and respond directly to all routine inquiries while forwarding more complex inquiries to the Manager as appropriate. Ensure that all interactions provide the highest level of service excellence.
- Oversee all aspects of grantee surveys to ensure high usage and compliance rates, program efficacy, and continuous program refinement.
- Assist with financial disbursements to awardees; maintain grantees' FlexCard accounts in coordination with third party administrator and provide summary information to TRUST management as required.
- Maintain program statistics for the FAP; provide reports to management re program performance and financial status.
- Coordinate outreach and promotional opportunities for the FAP Program as needed.
- Maintain client and program confidentiality within all data collection and filing systems.

##### Maintain TRUST Data and Reporting

- Maintain program database (Access), reporting, and grant processing, including grantee set up and termination.

- Input donor and program activity records into the TRUST's databases (Access and E-tapestry); monitor third-party data-entry for accuracy.
- Prepare regular reports to management about program activity, including monthly metrics reports.
- Respond to inquiries by accessing and analyzing donor and program data.

#### Assist with Financial Tracking and Budget Preparation

- Assist the Fiscal Services Manager with monitoring the annual budget, monthly pro formas, and other financial reports.
- Under direction of the Fiscal Services Manager, may perform routine account reconciliations and research expenses.

#### Provide Support to the Fiscal Services Manager

- Under the direction of the Fiscal Services Manager, promote the TRUST's strategic plans, implement action plans, and ensure day-to-day operations. Responsibilities will include:
- Provide regular feedback to Fiscal Services Manager regarding the ongoing development, refinement and implementation of policies, procedures, and systems with a focus on continuous improvement.
- Monitor and coordinate social networking opportunities to promote the TRUST and publicize its program and events, including managing the TRUST's facebook page. Create opportunities for new online engagements whenever possible.
- Assist with preparation of reports, presentations and external communications requiring high level of proficiency with Word, Excel, and PowerPoint.
- Assist with maintenance of all TRUST reporting, process and planning documents.
- Supervise interns and office volunteers as needed.
- Provide additional administrative support as needed.

#### **MINIMUM QUALIFICATIONS**

- Bachelor's degree required.
- Minimum of 2-4 years of professional experience, preferably in a non-profit, community-based or health care environment.
- Excellent computer skills including proficiency with Access, MS Word, PowerPoint, Excel and Outlook required; familiarity with e-Tapestry and working with relational databases highly desirable.
- Solid experience with financial reconciliation and spreadsheets.
- Strong written, verbal and interpersonal communications skills including ability to listen attentively and communicate information clearly and effectively.
- Attention to detail and commitment to service excellence.
- Ability to work independently and as a member of a team, and to foster a positive work environment.
- Strong commitment to The Kidney TRUST's mission, vision and core values.

#### **APPLICATION PROCEDURES**

To be considered for this position, please send a detailed cover letter, resume and salary requirements in confidence to:

E-mail: [jobs@kidneytrust.org](mailto:jobs@kidneytrust.org)

Re: FAP Coordinator (required)