RenewaNation
Helping Children Develop a Biblical Worldview

# Client Experience Specialist

## Position Overview

This position will play an essential role in RenewaNation's administrative effectiveness, with a primary focus on the Scholarship Division. As our support for student scholarships continues to grow through an intentional and focused communication plan in 2026, this role will work across several key areas, including, but not limited to, constituent contributions/donations, family/student application processes, school partnerships, and other programming that supports mission impact. The successful candidate will balance divisional needs with operational execution.

## Mission Alignment

The Client Experience Specialist must demonstrate a clear commitment to RenewaNation's vision of transforming culture by helping millions of children develop a biblical worldview. All responsibilities should be guided by RenewaNation's vision, mission, and core values, with the goal of balancing long-term mission impact with biblical stewardship.

# Key Responsibilities

- Assist with the day-to-day essential needs within the scholarship division specific to data entry, use & management of proprietary portal & CRM tools, acquiring necessary required documentation, and/or providing necessary documentation to key stakeholders.
- An understanding of GAAP specific to the debit and credit of accounts, to include ACH banking procedures and processes.
- Process, track, and/or assist with scholarship disbursement procedures.
- Create and/or maintain essential internal reports as well as the completion of state or federal documentation and oversee the distribution of reports as needed.
- Assist the team, as directed, with essential follow-up correspondence that is critical for key stakeholders.
- Other administrative and stakeholder support duties as assigned.
- Foster a healthy, Christ-centered organizational culture that balances accountability, employee care, operational excellence, and customer satisfaction.

# Qualifications & Experience

## Required

- Associate's degree or a minimum of 3 years' experience in an administrative or client support role.

- A measured understanding or experience in finance, accounting, bookkeeping, and/or reconciliation processes.
- Proficient in utilizing Microsoft Office Suite (Word, Excel, PowerPoint), Google Suite (Docs, Sheets, Slides), and database management.
- High level of data management accuracy.
- Excellent communication (written and verbal) and interpersonal skills.
- Strong organizational skills, detail orientation, and ability to manage multiple deadlines.
- Alignment with biblical values and an understanding of integrating faith and work.

## Preferred

- Familiarity with donor-funded and/or scholarship-based program models.
- Degree in Business/similar field of study or 5 years or more experience in a related field.

## Organizational Competencies

- Servant stewardship mindset grounded in humility and excellence.
- Comfortable with ambiguity and continuous improvement.
- High integrity and trustworthiness.
- Coachable and eager to grow through mentorship.

## Reporting Relationship

Reports directly to the Senior Client Experience Manager.

## Compensation

Salary range starts at $30,000.00 and is contingent upon experience.

## Position Type, Location, and Travel

- Full-time position
- Roanoke, VA