

Enrollment Specialist

Reports to: Director of Programs

Status: Full-time, Exempt

The Enrollment Specialist provides timely and high-quality customer service throughout the volunteer and child enrollment and matching process in accordance with Big Brothers Big Sisters standards and procedures. Enrollment Specialists manage communication and intake of new volunteer and youth applicants from point of inquiry to interview; sharing critical information that help potential participants engage with the agency, understand program requirements and expectations and ensure that each individual's questions or concerns are surfaced and addressed while collecting necessary information for program enrollment.

Knowledge and abilities needed to be successful in this position include:

Excellent verbal and written communication skills reflecting solid customer service and high-level interviewing skills; ability to: form appropriate assessment-based relationships; relate well in multicultural environments; maintain confidentiality throughout daily operations; effectively collaborate with all agency staff; use time effectively; focus on details; ability to collect and interpret meaningful data and draw solid conclusions.

Position Responsibilities:

- Conduct volunteer enrollments including but not limited to: scheduling and conducting interviews, background and reference checks, individual orientation and training. Determine if home visit is necessary and complete as indicated.
- Conduct youth enrollments including but not limited to: scheduling and conducting parent and child interviews, child safety education and assessment of youth development needs. Assess and refer families for alternative or additional services as needed.
- Identify and eliminate any barriers interfering with the completion of the volunteer or child enrollment process.
- Review all enrollment information, assess factors contributing to successful matches and make recommendations for participation in the program.
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families and communicate to Director of Programs.
- Identify and coordinate activities to engage waiting youth and their families; ensure regular updates and communication to waiting volunteers.
- Collaborate with all service delivery staff to ensure smooth transition from enrollment to match support.
- Conduct volunteer and child reassessments as needed.
- In coordination with other Enrollment Specialists, facilitate match proposals through weekly match meetings. Provide weekly progress updates and reports to Director of Programs.
- Document all communication and information into electronic Agency Information Management (AIM) System as it is gathered, ensuring accuracy and timeliness.
- Make recommendations for volunteer training and support needs.
- Research, identify, and cultivate potential sources for adult volunteers, including but not limited to corporations, college/universities, government agencies, churches, social and other organizations, to recruit adult mentors to meet annual match goals.
- Represent BBBS at community outreach events to build awareness of the agency, mission, and recruitment needs.

- Schedule and coordinate meetings for Mentor trainings, both group and 1:1; follow-up after trainings as needed.
- Cross-train with Match Support Specialist, assisting during times of need.
- Establish and promote positive communication and relationships among all team members to increase internal collaboration and efficiencies.
- Performs other duties as assigned.

Position Requirements

- Bachelor's degree in psychology, social services, education or related field
- Experience working with child and adult populations and intake or interview experience desired
- Customer service experience preferred
- Excellent communication, team building, problem solving and decision making skills
- Ability to handle sensitive information and maintain highest level of confidentiality
- Must be able to work 2-3 evenings a week and 2 weekend days a month.
- Proficient in Microsoft Office including Word, Outlook, Access and Excel.

To apply

Email resume, cover letter and 3 professional references to Jennifer Mueller at jmueller@bbbsgmv.org by September 22, 2017. No phone calls or walk-ins please.