



## Enrollment Specialist (Part-Time)

Reports to: Director of Programs  
Status: Part-time

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: orientation, child safety education, interviews and completion of any other enrollment processes. Assess the necessity of home visits and complete as indicated.
- Conduct youth enrollments including: parent/child interviews, child safety education and assessment of youth development needs. Assess and refer families for alternative or additional services as needed.
- Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- Conduct volunteer and child reassessments/updates as indicated.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Ensure high-level proficiency and skill 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.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency. Consult with other service delivery staff and/or supervisor as appropriate.
- Identify and coordinate activities to engage waiting youth and their families; ensure regular updates and communication to waiting volunteers.
- In coordination with the Enrollment team, facilitate match proposals through weekly matching 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.
- 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.
- High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
- Establish and promote positive communication and relationships among all team members to increase internal collaboration and efficiencies.
- Support Bowl for Kids' Sake, Bright Nights and other agency fundraising initiatives as necessary to maintain the growth of the agency.
- Performs other duties as assigned.

**Position Requirements**

- Bachelor's degree in social services, human resources, 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 have a flexible schedule and be able to work 1-2 evenings a week and some weekends.
- 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@bbbsmiamivalley.org](mailto:jmueller@bbbsmiamivalley.org). No phone calls or walk-ins please. Position open until filled.