

ENROLLMENT MATCH SPECIALIST JOB DESCRIPTION

JOB TITLE: Enrollment Match Specialist

REPORTS TO: ~~REPORTS TO:~~ Vice President of Programs

FLSA STATUS: non-exempt

LAST REVISED: 2021

JOB SUMMARY

The Enrollment and Matching team engages interested youth, parents/guardians, and volunteers and initiates the enrollment process, while providing a high-level of customer service throughout the effective implementation of the enrollment and matching process in accordance with the Big Brother Big Sister brand, and volunteer options. The team assesses youth, volunteers for eligibility and suitability for the program, and places them in an appropriate match or program options. Additionally, this position also fulfills supportive roles as mentor trainers and designated background screeners.

GENERAL JOB

- Maintain customer service at levels to exceed expectations of our parents, children, and partners.
- Process all inquiries from initial inquiry to scheduled interview, based on department plan and flow chart.
- Conduct initial orientation with inquiries, which includes program requirements, eligibility, and expectations, and assess for initial eligibility.
- Obtain, coordinate, and review any collateral needed prior to interview to assist with eligibility determination.
- Schedule Volunteers for MT 101 and 1:1 trainings as needed.
- Obtain appropriate outside referrals as needed.
- Conduct volunteer and youth/family interviews as requested.
- Coordinate and process backgrounds in alignment with agency requirements, including criminal backgrounds, sexual predator searches, Department of Motor Vehicle searches, and public domain searches.
- Compile, process, and present applicant records to the Case Review Committee in alignment with agency guidelines.
- Work closely with team to identify Youth and Volunteer Enrollment needs for recruitment.
- Process and assign volunteers to the appropriate program and handoff to associated team members accordingly.
- Coordinate with fellow Intake and Enrollment team members to identify and assign potential matches.
- Present potential matches via phone using BBBS CB Match Presentation Process.
- Place applicants into pending matches.
- Schedule Match Introduction dates by calling volunteer, child and parent/guardian.
- Conduct re-assessments over the phone, which include but are not limited to safety information, orienting and completing documents needed for enrollment or re-matching purposes.

TYPICAL DUTIES

- Ensure accurate documentation is completed in database according to BBBS Standards and Agency policies & procedures.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Staff recruitment booths/tables, match activities and agency events.
- Maintain customer service at levels exceeding expectations of our partners, volunteers, parents, and children.
- Be an ambassador for BBBSNEFL representing BBBS in a professional manner, identifying and seizing opportunities to recruit volunteers and children/families, and furthering the mission of BBBS.
- Complete and submit monthly accurate timely program data.
- Attend agency and program staff meetings.
- Implement, promote, and attend agency activities to support ongoing participant involvement through individualized recognition, annual events, and reengagement strategies.
- Work effectively, collaborate with other staff members, programs, and grant partners.
- Collaborate with Development Department as it relates to corporate partners and employee volunteer engagement.
- Maintain flexibility within a dynamic work environment.
- Provide administrative and clerical support as requested by the Director of Programs or agency leadership.
- Conduct Level II Background Screenings via LiveScan Equipment
- Conduct Mentor 101 trainings as needed.
- Other duties as assigned.

COMPETENCIES

- **Customer/Client Focus**—Is dedicated to meeting the expectations and requirements of fellow staff, volunteers, children, parents and agency partners; talks and acts with them in mind; establishes and maintains effective relationship with customers/clients and gains their trust and respect; views her/his role as adding value to the experience of volunteers and children in their match relationship; builds parental support for the match; effectively accommodates diversity; demonstrates high degree of flexibility and adaptability.
- **Sales/Marketing**- Ensure customers (youth, parents/guardians, volunteers, and partners) feel they have been listened to; establish credibility quickly; create and seize opportunities to match customer interest with program options; display enthusiasm and commitment; maintain a positive "can-do attitude"; answer detailed questions about program options; position each inquiry for program involvement.
- **Priority Setting**—Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Listening**—Practices attentive and active listening; has the patience to hear people out, can accurately restate the opinions of others even when he/she disagrees; understands child safety issues and is vigilant in recognizing signs of problems.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- **Approachability**—Is easy to approach and talk to; spends the extra efforts to put others at ease; can be warm, pleasant and gracious; is sensitive to and client with the needs and interests of others; builds rapport well; is a good listener.
- **Interpersonal Savvy**—Relates well to all kinds of people; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; capable of diffusing difficult situations comfortably; does not show frustration.
- **Organizing**— Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently, identifies informal and incomplete information in time to do something about it.
- **Inclusive Understanding of Others**— Listens carefully to various points of view, whether or not he/she agrees; suspends judgment until others have had their say; acknowledges, celebrates, and accepts diversity in others. Ability to mediate and create middle ground understanding.

POSITION REQUIREMENTS

- Must possess a minimum of a Bachelor's Degree, preferable in the social sciences or social welfare disciplines (sociology, psychology, child development or education) from an accredited University.
- Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.
- Proficiency in Microsoft Office; including Word, Outlook, and Excel.
- Must have car, valid driver's license, and meet state required automobile insurance minimums.
- Must possess effective organizational and time management skills.
- Must have working knowledge of Microsoft Office Suite.
- Must work well in team concept.
- Must demonstrate initiative: a strong desire to take full responsibility for the success of his/her area by proactively solving problems, working diligently and making decisions without direct supervision.
- Ability to serve, collaborate, and negotiate with a diverse group of people: children, teenagers, parent/guardians, colleagues and business professionals.
- Ability and desire to provide excellent customer service in all relationships.
- Must possess strong communication skills, written and oral, and be willing to effectively communicate with staff, board members, and community members.
- Strong organizational skills including record keeping and time management.
- Good analytical and reasoning skills.
- General report writing skills.
- Ability to think and act quickly and multi-task effectively.
- Must be willing to work some weekends and evenings as required.
- Must be willing and able to work with diverse populations.
- Must be able to regularly work 37.5 hrs. per work week.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

POSITION PERFORMANCE MEASURES

- Performance is reviewed a minimum of annually.
- Performance measures are discussed and set annually.

WORKING CONDITIONS/ PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities/differing abilities to perform the essential functions.

If you are interested in applying or would like to receive the full description of this position, please contact Beverly Filer, Vice President of Programs, at bfiler@bbbsnefl.org.