

Enrollment Match Specialist Job Description

JOB TITLE: Enrollment Match Specialist

REPORTS TO: ~~REPORTS TO:~~ Director of Programs, Chief Executive Officer

FLSA STATUS: non-exempt

LAST REVISED: 2020

JOB SUMMARY

The Enrollment and Matching team engages interested youth, parents/guardians, and volunteers and initiates the enrollment process, while providing a high-level 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.

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.
- Provide 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.
- Coordinate with fellow Intake and Enrollment team members to identify and assign potential matches.
- Present potential matches via phone using BBBS 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 furthering the mission of BBBS.
- Complete and submit monthly accurate timely program data.
- Attend agency and program staff meetings.
- Work effectively, collaborate with other staff members, programs, and grant partners.
- 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; deals effectively with diversity; demonstrates high degree of flexibility and adaptability.
- **Sales/Marketing**—Ensure customers 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.
- **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 patient 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.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- **Understanding Others**—Listens carefully to various points of view, whether or not he/she agrees; suspends judgment until others have had their say; accepts diversity in others. Ability to mediate and create middle ground understanding.

POSITION REQUIREMENTS

- Must possess a minimum of a Bachelor’s Degree 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 possess strong communication skills, written and oral, and be willing to effectively communicate with staff, board members, and community members.
- Must be willing to work some weekends and evenings as required.
- Must be willing and able to work with diverse populations.
- Must have car, valid driver's license, and car insurance.
- Must be able to regularly work 37.5 hrs. /work week.

POSITION PERFORMANCE MEASURES

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

WORKING CONDITIONS/ PHYSICAL DEMANDS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Generally, work is performed in an office setting. Meetings with parents, volunteers, and children may take place at a parent’s home, BBBS, office, school or other public sites. Flexible work hours to meet customer needs. When home visits are indicated, must travel to local communities and neighborhoods.

Should be capable of traveling to visit community-based business partners, contributors, and some out of town travel may be required.

I have read, understand, and declare that I have the skills and abilities to successfully perform the functions listed in this Job Description.

Employee Signature: _____ **Date:** _____

Signature indicates that document was reviewed with the employee.

Supervisor Signature: _____ **Date:** _____

CC: Employee personnel file