

County Area Manager Job Description

JOB TITLE: Full Time County Area Manager

REPORTS TO: REPORTS TO: VP of Programs, Chief Executive Officer

FLSA STATUS: non-exempt

LAST REVISED: 2024

JOB SUMMARY

This position is primarily responsible for developing, implementing, and monitoring a caseload of 100 matches for their specified County, with an active match load of 50 (minimum). Functions include assisting I &E with recruiting in your area, matching, support, counseling, coordinating, and YODP plan development. The County Area Manager also assists with interfacing and developing relationships with business and community organizations, to include the development, coordination, and maintenance of a County Advisory Council as well as the development and cultivation of County specific donors and/or fundraisers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain a positive, friendly demeanor towards co-workers, Advisory Council Members, volunteers, parents, and children.
- Coordinate any match activities available and participate in the selection and assessment of matches.
- Carrying out the following Service Delivery Model functions in alignment with agency standards of practice: Customer Relations, Matching, and Match Support
- Developing a Youth Outcome Development Plan (YODP) in coordination with the parent, volunteers, and child. The YODP must be updated annually, at minimum.
- Maintaining detailed case notes for each match, to include a log of all contacts, and attempted contacts, with parent, volunteer, and child, including activities, events and concerns related to the match.
- Maintaining monthly contact rotating between P/C/V community based and rotating between C/V monthly and P quarterly.
- Manage an active caseload of approximately 50 matches and will report to the Vice President of Programs.
- The County Coordinator will attend BBBSNEFL-related functions and events that may on occasion take place after normal business hours.
- Help coordinate and manage annual fundraising events specific to the county, i.e. Golf Tournaments, etc. and advocacy and recruitment events, i.e. festivals, etc. and as appropriate.

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.
- **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 in social services, human resources or related field preferred; assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.
- Must possess effective organizational and time management skills.
- Must have working knowledge of Microsoft Office Suite with emphasis on Word/Excel and a general database program.
- Must work well in team concept.
- Must possess strong communication skills, written and oral, and be willing to effectively communicate with staff, board members, community members, and other BBBS agencies.
- Must be willing to work some weekends and evenings as required.
- Must be willing and able to work with diverse populations.
- Must have a car, valid driver's license, and car insurance.
- Must have good analytical and rational reasoning skills.
- Ability to work in Microsoft office.
- The ability to collaborate and negotiate.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- Counsel parents, volunteers, and children in relationship to the match and its mission.
- Strong verbal reasoning and communication skills.

POSITION PERFORMANCE MEASURE

- 97% - match support completed.
- 95% - match support on time
- average match length
- 75% - survey on time completion
- 75% - customer satisfaction.
- 100% - file maintenance compliance

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

Generally, work is performed in an office setting or hybrid (working from home and from office if needed). 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.

Generally, this position requires lifting of heavy objects up to 20 pounds. The position may require long periods of standing while assisting in overseeing or setting up agency events.

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