



# ENROLLMENT SPECIALIST

**Agency Mission:** To create & support one-to-one mentoring relationships that ignite the power & promise of youth.

**Agency Values:**

- Excellence
- Growth Mindset
- Ownership
- Integrity
- Relationships
- Respect & Trust

**Position Summary:**

Contributes to the Program team by providing exceptional customer service to volunteers, youth and families, to efficiently and effectively enroll and match them in the Big Brothers Big Sisters program. Delivers quality service; works to facilitate a positive experience throughout the enrollment and matching process; documents high quality, professional assessments and notes in database; and meets or exceeds program goals.

**Reporting Relationships:** Vice President of Programs

**Status:** Exempt

**Core Duties and Responsibilities:**

1. Provide high-level expertise of interpersonal skills in order to effectively enroll and acclimate participants into Big Brothers Big Sisters' one-to-one mentoring program(s).
2. Facilitate enrollment interviews with volunteer applicants; parent/caregivers; and youth to fulfill their enrollment into program(s).
3. Provide high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
4. Responsible for documenting accurate, timely, and comprehensive professional assessments and database entry per national and agency standards.
5. Conduct thorough review of professional assessments of match participants and make recommendations for appropriate match relationships which will yield positive outcomes.
6. Regularly exercise discretion and judgement ensuring needs and recommend individual training, information and support for each match participant to assure a positive youth development experience for the child, a high level of support and engagement for the family, and a successful and satisfying experience for the volunteer.
7. Coordinate with team members to ensure all new match relationships are successfully introduced and have obtained the appropriate levels of support to establish and develop their one-to-one relationship.
8. Provide information and refer resources to youth and/or families in need of additional support or services. Maintain contact to ensure the parties in need have obtained the appropriate resources and are on a path to resolution and/or success.
9. Collaborate with other service delivery staff to ensure smooth transition among functions.

*Team Functions*

1. Help in other program areas as part of the team when needed, attend events as requested by the agency.
2. Assist in program development and strategies for growth through participation with projects.
3. Assist in meeting deliverables and/or outcomes for the Program team.
4. Regularly and consistently demonstrates the Big Brothers Big Sisters of Central Ohio values and guiding principles.
5. Performs other duties as assigned.

### **Position Requirements:**

- Must possess a minimum of a Bachelor's degree
- Must be willing to work minimum 40 hour /week
- Must be willing to work evening and weekends as required
- Must be willing to work with diverse populations and in diverse areas; Home visits required
- Must have high level of organization
- Must be flexible to accommodate job responsibilities
- Must have viable transportation, valid drivers' license to meet job responsibilities
- Must have working knowledge of Microsoft Office
- Must be willing to participate in professional development activities

### **Position Performance Measures:**

- Maintain timely and accurate paperwork and database entry according to National and Agency standards.
- Files must meet or exceed 90% compliance.
- Support Program Team efforts to coordinate and conduct surveys and evaluations with assigned program participants. Achieve a 90% completion rate, as applicable.
- Monitor and meet goals for customer satisfaction.
- Monitor and meet goals for Volunteer Enrollment Quality Assurance rating.
- Conduct an average of 3 Volunteer and 3 Child/Family Interviews per week.
- Achieve an average handling time of 35 days to transition volunteer applicants from their Interview into their new match relationship.
- Contribute to Enrollment Team goal of making 15-16 Community-based matches per month.
- Assist in achieving new Community-based match deliverables across agency grant goals.
- Complete minimum of 25 training hours per year.

### **Position Knowledge/Abilities/Skills:**

- **Organizing; Planning** – Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources efficiently and effectively; arranges information and files in a useful manner. Knowledgeable about all aspects of an organization; knows how to get things done both through informal and formal channels and the informal network.
- **Interpersonal Savvy** – Relates well to all kinds of people outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; truly values people; effectively communicates both verbally and in writing.
- **Customer Focus** – Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; talks and acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **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.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; and gains access to informal and incomplete information in time to do something about it.
- **Problem Solving** – Takes initiative to solve difficult problems with effective solutions; asks good questions and probes all fruitful sources for answers; can see underlying or hidden problems and patterns; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Learning on the Fly** – Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both success and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.
- **Presentation Skills** – Is effective in a variety of formal presentation settings; one-on-one, small and large groups, with peers, subordinates, ad bosses; is effective both inside and outside the organization, on both

cool data and hot and controversial topics; commands attention and can manage group process during the presentation; can change tactics midstream when something isn't working.

**Equal Employment Opportunity**

BBBSCO provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

**Americans with Disabilities Act**

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

**Background Check**

It is the policy for Big Brothers Big Sisters of Central Ohio (the Agency) to require a criminal background check for all employees during pre-employment screening and repeated at a minimum of every three years depending on specific grant related specifications. Refer to employee handbook for full policy.

**Drug and Alcohol Policy**

Big Brothers Big Sisters will maintain a drug-free workplace policy that prohibits the use of all illegal substances and alcohol under state and federal law. Use of alcohol or drugs by employees can impair the ability of employees to perform their duties, adversely affect our customers and customers' confidence in our Agency and jeopardize the safety of our employees and those with whom we work. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited. Refer to the employee handbook for full policy.

To help achieve the mission of the agency, program staff may have to assume additional tasks and responsibilities as assigned by the Vice President of Programs or their designee.

This job description should not be interpreted as an employment contract. The Agency reserves the right to unilaterally and periodically modify this job description as is consistent with its goals and objectives.

If you have any questions or do not understand the job description as written, please see the Vice President of Programs immediately. If you understand everything completely, please sign and return to the Vice President of Human Resources/Operations.

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Signature

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Date