

<b>Position Title:</b>	Enrollment Specialist
<b>Classification:</b>	Exempt
<b>Department:</b>	Enrollment
<b>Reports To:</b>	Enrollment Manager
<b>Salary:</b>	\$31,500.00 - \$33,500.00 Depending on experience.
<b>Supervises:</b>	0

### **Summary**

This position has been created to ensure that volunteers and children are appropriately enrolled and matched, with a focus on longer, stronger relationships, while executing a high degree of independent judgment when utilizing BBBS standards and practices.

### **Key Responsibilities**

- Follow all procedures and policies outlined in the agency's Service Delivery Manual.
- Conduct a minimum of eight parent/child and/or volunteer interviews per week.
- Conduct parent/child and volunteer enrollment interviews per agency policies and procedures. This may include orientations, interviews, and completion of all enrollment processes. Assess the necessity of home visits and complete as indicated. Ensure that all background checks, reference checks, and other collateral materials are gathered and reviewed to ensure volunteer "fit" with BBBS. Review and follow up on references and background checks as necessary to gain additional data to complete the assessment process.
- Assess and refer families for alternative or additional services as needed.
- Ensure database documentation is completed in Matchforce and is done in real-time per the agency's service delivery standards and procedures.
- Demonstrate ability to work with a diverse population while building an appropriate relationship for matching purposes.
- Assess and document individual training needs, information and support needs for each match participant to ensure a positive youth and development experience for the child and successful and satisfying experience for the volunteer.
- Consult with other service delivery staff as appropriate. Meet with supervisor 1:1 on a monthly basis to review caseload.
- Ensure high-level expertise 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.
- Conduct volunteer and child reassessments/updates.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and consider 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.
- Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual participant. Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Participate on a pre-match team to find the best matches for children and volunteers.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Assist with match support contacts as needed.
- Assist with reference checks as needed.
- Attend all staff and department meetings as scheduled.

- Provide support to other Service Delivery team members to ensure child safety.
- Represent the agency in a professional manner at all times, providing courteous service to both internal and external constituents.
- Embrace, practice, and role model the agency's Core Values of Purpose, Community and Integrity.

### Performance Metrics

Performance metrics for this position will be established annually based on:

- Maintaining established quality assurance rating of at least 4.5 out of 5.
- Maintain regular contact with volunteers in process: email or phone updates at least every 2 weeks until a pending match is made.
- Conduct reassessments of unmatched RTBM children as follows:
  - 6 months: phone, email or letter to parents/guardians to verify and update all contact information.
  - 12 months: phone or in-person contact, update school, grade, interests, family situation, any emotional, physical or behavioral changes, academic progress, confirm/revise match preferences as needed.
- Make children and volunteers RTBM in compliance with service delivery procedures and timelines.
- Work at least 6 agency activities per year (not including Benefit Dinner and BFKS).
- Submit a minimum of one enrollment support story/quote per month to Communications Dept.
- Take photos at match meetings and program kickoff events and submit to Communications Dept.
- Take photos of Littles at community based enrollment interviews and submit to Communications Dept.
- Participate on a BFKS team or registering as a virtual bowler.
- Maintain an updated list of parents/children/volunteers available for media opportunities.
- Participate on a pre-match team to find the best matches for children and volunteers.
- Conduct 1 Volunteer Pre-Match Training session per month.
- Assist with training and onboarding of new service delivery staff.
- Other duties as assigned.

### EDUCATION & RELATED WORK EXPERIENCE

#### Education Level:

**(Minimum & preferred educational requirements necessary to perform this job successfully)**

Minimum Bachelor's Degree in social services, human resources or related field. A minimum of 2 years' experience with case management services required.

#### Years of Related Work Experience:

**(Minimum & preferred related work experience necessary perform this job successfully)**

Experience working with both diverse child and adult populations; specific assessment, intake or interview experience preferred. Must have car, valid driver's license, and meet state required automobile insurance minimums.

<b>SKILLS AND KNOWLEDGE</b>	<b>Required</b>	<b>Preferred</b>
<b>Proficiency in Microsoft Office; including Word, Outlook, and Excel</b>	<b>X</b>	
<b>Excellent oral and written communication skills</b>	<b>X</b>	
<b>Excellent interpersonal skills</b>	<b>X</b>	
<b>High level interviewing skills</b>	<b>X</b>	
<b>High level assessment and problem solving skills</b>	<b>X</b>	
<b>Ability to relate well in multicultural environments</b>	<b>X</b>	
<b>Ability to maintain confidentiality throughout daily operations</b>	<b>X</b>	
<b>Ability to effectively collaborate with other staff</b>	<b>X</b>	
<b>Ability to use time effectively</b>	<b>X</b>	
<b>Ability to focus on details</b>	<b>X</b>	
<b>Knowledge of child development, family dynamics and positive youth development best practices</b>	<b>X</b>	

<b>Knowledge of volunteer management best practices</b>	<b>X</b>	
<b>Knowledge of youth protection best practices</b>	<b>X</b>	
<b>Ability to collect meaningful data and draw solid conclusions</b>	<b>X</b>	

**TRAVEL REQUIREMENTS: 25-50% OF TOTAL WORK TIME**

**WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

**(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)**

Routine office environment. Flexible work hours to meet customer needs. Evening hours required regularly. When home visits are indicated, must travel to local communities and neighborhoods.

<b>Core Competencies</b>	<b>High Performance Indicators</b>
<b>Problem Solving &amp; Analysis</b>	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action. Addresses conflicts from a positive, problem solving perspective.
<b>Valuing Diversity</b>	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.
<b>Resilience &amp; Flexibility</b>	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
<b>Communication Verbal and Written</b>	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others. Translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
<b>Decisiveness &amp; Judgment</b>	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or consult with supervisor; use an awareness of formal and informal decision-making channels to achieve desired results.
<b>Gets Results</b>	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
<b>Customer Focus</b>	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.

<b>Strategic Alignment</b>	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.
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**Equal Employment Opportunity**

BBBS, A Community of Caring 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.

**Job Responsibilities**

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS, A Community of Caring may change the specific job duties with or without prior notice based on the needs of the organization.

**TO APPLY:**

Submit a resume and cover letter describing your experience and fit for this position to:

Regina Miller, Director of Corporate Operations  
 Big Brothers Big Sisters, A Community of Caring  
 3501 Covington Road  
 Kalamazoo, MI 49001

**By email ONLY:** [reginamiller@bbbsmi.org](mailto:reginamiller@bbbsmi.org)

**Open until filled.**

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date:</b>	<b>Revision Date: 05/13/2019</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature:	Date:
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature:	Date:
<b>Human Resources:</b>	
Signature:	Date: