



**Big Brothers Big Sisters**  
of Metropolitan Chicago

**Position:** Manager, Community Based Customer Service & Processing

**Reports to:** Director, Community Based Programs

**FLSA Status:** Exempt

### **Position Summary:**

For more than 30 years, BBBS has been the recognized leader in creating mentoring relationships that improve quality of life. We have a strong and enviable brand image and are looking for a seasoned program professional to match our reputation and aspirations. Our vision is to significantly increase the number of children served through our programs and strategic partnerships with the area's leading corporations, academic and cultural institutions. The manager of Community Based (CB) Customer Service and Processing's overall responsibility is maintaining excellence and execution for the intake process for the Community Based mentoring programs of BBBSMC. Key overall responsibilities include: inquiry processing for all Community Based Parents and Volunteers, implementing and monitoring of Big Brothers Big Sisters policies and procedures, management of entire function, program performance reporting and monitoring, Talent Management responsibility for CB Customer Service and Processing team. The position works in close teamwork with the COO, Director of Community Based Programs, Vice President of Finance and the Director of Human Resources.

### **Supervisory Responsibilities**

The Manager of CB Customer Service and Processing will be responsible for supervising and managing the work flow of three Enrollment and Matching Specialists and one Customer Relations Specialist, to ensure provision of optimal customer service, resulting in timely enrollment of children and volunteers.

### **Responsibilities:**

1. Setting and achieving, in close collaboration with the Director of CB Programs, multi-year and annual agency intake program goals, developing strategies and details for implementation and metric tools for tracking.
2. Develop and manage all intake processes (Customer Relations, Enrollment and Matching, PQA interface, Street Safety guidelines and Orientations).
3. In partnership with the Director of CB Programs, participate in with an engaged Program Committee that embraces best practices and program oversight to reach the agencies mission.
4. Staying abreast of organization-wide issues and contributing to the development and achievement of the agency's long-term vision and short-term operating plans.

5. Full talent management of CB Customer Service and Processing staff according to agency and national BBBS professional standards.
6. Develop an effective partnership with BBBS Program teams; Chicago Regional; National Office; and other Large Agency Alliance Cities.

### **Intake Management Systems:**

1. Reviews and monitors performance metrics
2. Ensure AIM is effectively utilized
3. In collaboration with Director of Community Based Programs, participate in National Audit, annual assessment and required reports
4. Oversees that inquiry process is in compliance with BBBS and local Standards and policies.
5. PQA processing review on Medical / Clinical
6. Plans, develops and oversees appropriate collaborative efforts and special programs.
7. Updates and maintains program manual.
8. Insures compliance with program policies and procedures and BBBSA standards.
9. Mandated Reporter

### **Skills and Qualifications:**

- Bachelor's degree in social work, psychology, education or social services administration required plus relevant experience. Master's Degree preferred.
- 3-5 years progressively responsible experience and documented success in the area of social services, program management and staff supervision.
- Customer/Client Focus—is dedicated to meeting the expectations and requirements of customers/clients; gets first-hand information and uses it effectively; talks and acts with customers/clients in mind; establishes and maintains effective relationship with customers/clients and gains their trust and respect; deals effectively with diversity.
- 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; doesn't show frustration.
- 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; maintains a positive “can-do attitude answer detailed questions about program options; position each inquiry for program involvement.
- Priority Setting – spends time and the time of others on important and critical matters and able to quickly zero in on the few critical issues and can truly sense what will help or hinder the process and accomplishing goals. Eliminates road block, keeps match focused

- Good Clinical/Assessment Skills / Understanding Others - listen to various points of view, not bias and do not take sides, suspends judgment until others have presented their concerns. Accepts diversity in others. Ability to mediate conflict and create middle ground understanding, and practices attentive and active listening. Has the patience to hear people out, and can accurately restate the opinions of others. Able to make sound decisions about Matches and issues.
- 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 others; builds rapport well; is a good listener.
- Organizing—Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process; identifies informal and incomplete information in time to do something about it.
- Management/administrative experience including staff supervision.
- Case management experience in youth development.
- Understanding of other races, cultures, values and belief systems.
- Excellent oral and written communications skills including honed reflective listening ability
- Integrity
- A sense of humor and superior interpersonal skills
- Applicants must have access to reliable transportation.

### **Work Environment:**

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

If interested in applying, please forward your resume, cover letter and salary requirements to:

[BBBS Careers Page](#)

Big Brothers Big Sisters of Metropolitan Chicago

Attn: Human Resources

560 W. Lake St., 5th Floor

Chicago, IL 60661

**Equal Opportunity Employer**