



**Big Brothers Big Sisters**  
of Metropolitan Chicago

**Position:** Manager (SB) Customer Service & Processing

**Reports to:** Managing Director, Site Based Mentoring 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 Site Based (SB) Customer Service and Processing's overall responsibility is maintaining excellence and execution for the intake process for the Site based mentoring programs of BBBSMC. Key overall responsibilities include: inquiry processing for all Site 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 SB Customer Service and Processing team. The position works in close teamwork with the COO, Managing Director of Site Based Mentoring Programs, Director of Finance and Director of Human Resources.

### **Supervisory Responsibilities**

The Manager of SB Customer Service and Processing will be responsible for supervising and managing the work flow of the Customer Relations Specialists, and Enrollment and Matching Specialists, and recruitment 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 Managing Director of Site Based Mentoring 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, and Recruitment assistance as needed).
3. 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.
4. Work closely with SB Managers to assist with filling of programs and specific processing needs.

5. Provide regular monthly match updates to Chief Office of Operations on match count and where they are coming from and/or dropping off.
6. Work closely with SB team to ensure volunteer training is complete ahead of being matched.
7. Hire, train and supervises SB Customer Service and Processing staff according to agency and national BBBS professional standards, including seasonal staff when needed.
8. Track and approve billable hours and mileage for seasonal employees (separate from full time employees)
9. Assist with Customer Relations and Enrollment and Matching Function during high volume peaks.
10. Keep up to date with program planning, partnerships and program launching via Director of Site Based Programming and Manager of Corporate Partners
11. Develop strategies and assist with volunteer and youth recruitment efforts through face-to-face activities in community, corporate, academic and civic environments
12. Review and approve Customer Service and Enrollment and Matching documentation and assessments to ensure quality

#### **Intake Management Systems:**

1. Reviews and monitors performance metrics
2. Continuously updating processes and tracking methods
3. Acts as Liaison between Customer Service and Processing and Site Based.
4. Ensure AIM is effectively utilized
5. In collaboration with Managing Director SB, participate in National Audit, annual assessment and required reports
6. Oversees that inquiry process is in compliance with BBBS and local Standards and policies.
7. Responsible for Initial Background checks, recurring, and monthly reviewing of active volunteers.
8. PQA processing review on Medical / Clinical
9. Plans, develops and oversees appropriate collaborative efforts and special programs.
10. Updates and maintains program manual.
11. Insures compliance with program policies and procedures and BBBSA standards.
12. Mandated Reporter
13. Other responsibilities as assigned.

#### **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 customer service

- 1-2 years of staff supervision.
- 1-2 years of Recruitment experience
- Bilingual (Spanish) preferred
- Highly effective in data analysis, processing and problem solving
- Able to provide direction in all segments of the process (Customer Service and Processing and Program Coordination)
- Customer/Client Focus—is dedicated to meeting the expectations and requirements of customers/client, establishes and maintains effective relationship with customers/clients and gains their trust and respect; deals effectively with diversity.
- Sales/Marketing - Establish credibility quickly; create and seize opportunities to match customer interest with program options, assist with recruitment of volunteers and children.
- 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.
- Organizing—Can marshal resources to get necessary results; can orchestrate multiple activities at once to accomplish a goal; uses resources and time effectively and efficiently to accomplish goals and eliminate road blocks; 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 training, development, staff supervision and team meetings.
- Case management experience in youth development.
- Excellent written and oral communication skills

### **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 Career Page](#)

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**Equal Opportunity Employer**