



Big Brothers Big Sisters
of Metropolitan Chicago

Position: Project Manager – Recruiter/Customer Relations

Reports To: Director of Community Based Programs

FLSA Status: Exempt

Position Summary:

Big Brothers Big Sisters of Metropolitan Chicago (BBBSMC) helps children reach their potential through professionally supported, one-to-one relationships with caring adult volunteers. BBBSMC is seeking a professional Project Manager (PM) with a strong and proven background in project management and case management. The (PM) will be responsible for managing a satellite office in Englewood and overseeing the community based efforts throughout East and West Garfield Park, North and South Lawndale, Austin, and Englewood.

The PM will be responsible for the processing of volunteers and youth interested in BBBS programming. In addition, the PM will be responsible for the supervision of enrollment and match support staff. Key overall responsibilities include: inquiry processing for Community Based parents and volunteers, implementing and monitoring of Big Brothers Big Sisters policies and procedures, , program performance reporting and monitoring, and Talent Management responsibility for the Enrollment and Match Support Specialist staff.

The PM is responsible for maintaining excellence and execution for the intake process for the Community Based mentoring programs in the BBBSMC satellite office and the onboarding, supervision and oversight of Enrollment and Match Support Specialist staff to ensure quality and consistency of programming.

Supervisory Responsibilities:

The PM will be responsible for supervising and managing the work flow of two Enrollment and Match Support Specialists to ensure provision of optimal customer service, resulting in timely enrollment of children and volunteers.

Responsibilities:

1. Manage satellite office including ordering supplies and greeting guests. This position will be based in BBBSMC's Englewood office M-F, 9am – 5pm.
2. Manage intake processes (Customer Relations, Enrollment and Matching, PQA interface, Street Safety guidelines and Orientations) for satellite office.
3. Review and monitor performance metrics

4. Ensure AIM is effectively utilized
5. Insure compliance with program policies and procedures and BBBSA standards.
6. Partner with the Director of Community Based Programs and Project 6 Recruiter to adeptly adjust efforts to effectively balance volunteer recruitment or youth outreach needs by geographic and demographic factors, and the current ratio of children participating in the program.
7. Review 14 day contacts for Enrollment and Match Support staff.
8. Ensure high level proficiency in applying BBBS child safety and risk management knowledge, policies and procedures and understanding of DCFS mandated reporter policy and procedures throughout all aspects of job function.
9. Assist staff in assessing matches and providing strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
10. Ensure that volunteers and children from closed matches are effectively re-engaged.
11. Assist in grant management and reporting in order to support a variety of programs.
12. Establish, monitor and assist team in meeting goals for match length, quality, compliance and customer satisfaction.
13. Conduct interviews and Match Introduction Meetings (MIM) when Enrollment and Match Support staff is unavailable.
14. Perform other duties as assigned.

Qualification, Education and Experience:

- 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
- Successful candidate must have 2 years of experience in case management and customer relations
- Customer/Client Focus—is dedicated to meeting the expectations and requirements of customers/clients; 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;
- 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.
- Good Clinical/Assessment Skills / Understanding Others - listen to various points of view with an unbiased opinion. Accepts diversity in others.
- Approachability—Is easy to approach and spends extra efforts to put others at ease.
- Organizing—Can marshal resources to get things done; ability to multi-task to accomplish a goal; uses resources effectively and efficiently;
- Demonstrated success in sales or recruitment with proven ability to meet quantitative goals on a monthly basis.
- Solid understanding of and willingness to perform as a Mandated Reporter

- Assessment and relational development experience with child and adult populations with an understanding of child development and family dynamics.
- Experience working in diverse populations is preferred
- Excellent oral and written communication skills
- Ability to work both in teams and independently while exercising professional judgment, sound decision making and problem solving
- Ability to work with confidential information is required
- Persuasive written and face-to-face verbal communication skills with ability to articulate program mission and volunteer needs to various constituents.
- Highly motivated and self-driven to meet goals.
- Proven oral and written communication abilities with an emphasis on active listening and public presentation skills; able to facilitate presentations to varying-sized groups
- Ability to use data analysis to identify solutions; proficient skills in information gathering, reporting, and data analysis.
- Ability to think strategically to create effective short and long term plans to reach agency goals.
- Self-starter who can work independently and takes initiative; is flexible, adaptable, organized and has a strong attention to detail.
- Ability to work a flexible schedule, including evenings and weekends on a regular basis.
- **Occasional travel is required. Must have a car, valid driver's license and insurance. Willing to drive to off-site assignments in East/West Garfield Park, North/South Lawndale, Austin, and Englewood.**

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:

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bbbschgo.org **BBBS Career Page**

Big Brothers Big Sisters of Metropolitan Chicago

Attn: Human Resources

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Chicago, IL 60661

Equal Opportunity Employer

Field Code Changed