



**Position:** Manager Community Based (CB) Customer Service and Processing

**Reporting Relationship:** Director, Community Based Programs

**FLSA Classification:** Exempt

**ABOUT BBBSMC:** Big Brothers Big Sisters of Metropolitan Chicago (BBBSMC) is an affiliate of the oldest, most respected mentoring organization in the US. We are a mission driven, performance based organization that is professionally managed and provides high quality 1:1 mentoring services to over 2,100 children in Metro Chicago and their families across four counties: Cook, DuPage and Lake Counties in Illinois and Indiana.

As Metro Chicago and Northwest Indiana's largest donor and volunteer supported mentoring network, Big Brothers Big Sisters makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles") from age seven through high school graduation. Private corporate, foundation and individual contributions provide 94% of our revenue base upon which we build programming that meets the needs of each child individually. [Our programs](#) are [proven](#) to keep kids in school, out of trouble and on the path to post-graduate success. Learn more at [www.BBBSCHGO.org](http://www.BBBSCHGO.org).

### **Position Summary:**

The Manager of Community Based (CB) Customer Service and Processing's overall responsibility is maintaining excellence and execution for the intake, enrollment, and matching process for the Community Based Mentoring Program of BBBSMC. Key overall responsibilities include: Overseeing the inquiry and enrollment process for all Community Based youth and volunteers, including management of volunteer orientations; reviewing and approving volunteer assessments; training customer relations and enrollment and matching staff; working with recruiters to identify volunteer and youth referral needs to meet monthly and annual match goals; Supervising contract, intern and/or seasonal Customer Relations and Enrollment and Matching staff as needed, implementing and monitoring of Big Brothers Big Sisters policies and procedures, 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 Enrollment and Matching Specialists and Customer Relations Specialists staff, interns and/or contractors to ensure provision of optimal customer service, resulting in timely enrollment and matching of youth and volunteers to meet match goals.

## **Responsibilities:**

1. In close collaboration with the Director of CB Programs, setting and achieving annual and multi-year agency intake, enrollment and matching program goals, along with developing strategies for implementation and metric tools for tracking.
2. Develop and manage all CB intake and enrollment processes (customer relations, enrollment and matching, child safety guidelines and orientations).
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. Full talent management of CB Customer Service and Processing staff, interns and contractors according to agency and national BBBS professional standards.
5. Develop an effective partnership with BBBS Program teams.

## **Intake Management Systems:**

1. Reviews and monitors performance metrics
2. Ensures Matchforce is effectively utilized
3. In collaboration with Director of Community Based Programs, participate in national audit, annual self-assessment and prepare required program reports
4. In collaboration with PQA Department, reviews clinical assessments
5. Plans, develops and oversees appropriate collaborative efforts and special programs.
6. In collaboration with program team, updates program manual as appropriate.
7. Ensures compliance with program policies and procedures, BBBSA standards and other federal, state and local laws.
8. Ensures that child safety practices are followed and reports of abuse are reported as required by agency policies and applicable laws.

## **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 and program management.
- Staff supervision, management/administrative experience
- Case management experience in youth development.
- Understanding other races, cultures, values and belief systems.
- Excellent oral and written communications skills including honed reflective listening ability
- Integrity and strong work ethic
- A sense of humor and superior interpersonal skills
- **Applicants must have reliable transportation and be willing to travel as necessitated by job responsibilities**

**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](#)

Big Brothers Big Sisters of Metropolitan Chicago  
Attn: Human Resources  
560 W. Lake St., 5th Floor  
Chicago, IL 60661

**BBBS is an Equal Employment Opportunity Employer.**