



Position: Site Based Enrollment & Matching Specialist

Reporting Relationship: Manager of Site Based Customer Service & Processing (MCSP)

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.

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. The Site Based Enrollment & Matching Specialist will work closely with the Manager of Site Based Customer Service and Processing (MCSP) and handle all aspects of Site Based enrollment and matching to ensure that goals set for Site Based programs are met.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Responsibilities:

Responsibilities include enrollment of volunteers & children/families after initial inquiry through being matched. This includes scheduling and conducting interviews, writing up quality assessments and matching for a variety of mentoring programs located in Cook, DuPage and Lake Counties of Illinois & Northwest Indiana. **This position requires a flexible schedule and may include working evenings and weekends.**

Essential Functions:

1. Foster and maintain a professional relationship with potential volunteers and youth/families by monitoring and maintaining contact from inquiry through matching.
2. Work with corporate and school partners to schedule and conduct enrollment interviews for all volunteers and children/families interested in the Site Based program.
3. Conduct Site Based interviews in office or offsite (typically at volunteer's work place or child's school).
4. Prepare written assessments and recommendations within 7 and 10 business days post-interview, based on enrollment interviews of children/families and volunteers, respectively. All match recommendations and/or approvals are based on the professional judgement of the Site Based Enrollment and Matching Specialist.
5. Provide weekly schedules, progress updates and reports to Management of Customer Service and Processing.
6. Conduct outreach and recruitment for new volunteers and children, including distribution of program marketing materials, presentations to targeted organizations, ensuring presence at key community events, and collaborating with assigned schools/sites to ensure successful recruitment of children, as needed.
7. Communicate with Manager of SB CSP bottle necks and strategize how to proceed.
8. Create safe and appropriate match relationships based on current pool of volunteers and children.
9. Present matches to all match parties by phone to gain approval and prepare match notes to hand off to Program Coordinators.
10. Monitor progress towards and meet goals established for Enrollment and Matching.
11. Collaborate with all program partners to ensure a seamless transition for volunteers and children/families from inquiry to matching.
12. Conduct site based volunteer reassessments and child reassessments, as needed.
13. Maintain accurate files and documentation on all volunteers and children/families.
14. Other duties as assigned.

Skills and Qualifications:

- Bachelor's Degree required
- 1-2 years of child development experience
- A belief in the Mission and Vision of BBBS
- Must understand and articulate the agency mission and describe program offerings
- Excellent oral and written communication skills including appropriate phone and email etiquette
- Strong facilitation/presentation/public speaking skills
- Must be customer focused, friendly and engaging
- Interviewing and assessment skills are a must

- High level of efficiency and organization, ability to manage time effectively and efficiently and handle multiple tasks
- Excellent attention to detail and organized work style
- Ability to work both in a team and independently while exercising good judgment, sound decision making and problem solving skills
- A strong commitment to quality and results
- Intermediate knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook)
- Experience with database software (Salesforce), preferred
- Bilingual (fluent Spanish), preferred
- Flexibility to work on evenings and weekends
- This position requires, on a regular basis, travel throughout the Metropolitan Chicago area (and some suburbs), including the following counties: Cook, DuPage, Lake County Indiana and Lake County Illinois. Applicants must have access to reliable automobile, valid driver's license and auto insurance to meet this requirement.

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