Position: Customer Relations Specialist (CB)

Reporting Relationship: Manager, Customer Service and Processing

FLSA Classification: Non-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 2,200 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.

Reports To: Manager of CB Customer Service and Processing

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 Bilingual Customer Relations Specialist will work closely with the Manager of CB Customer Service and Processing, to ensure that goals set for the Community Based programs are met.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Responsibilities:

1. Assist with volunteer and family on-boarding for all programs.

2. Manage volunteer and family inquiries via the inquiry queue, phone and email.

3. Use independent judgment to make recommendations and assess eligibility and appropriateness of each volunteer.

4. Manage all front-end file processing while keeping in mind match goals for each
month/quarter, in conjunction with BBBS' procedures. This includes data entry, background and reference checks, all done with quality and in an error free manner.

**Essential Functions:**

1. Conduct volunteer and family orientations as part of the Community Based Customer Relations team.
2. Foster and maintain a professional relationship with potential volunteers and families, by monitoring and maintaining contact from inquiry to match, or inquiry to closure.
3. Other duties as assigned.

**Skills and Qualifications:**

- Bachelor's Degree required
- At least one year prior customer service 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 etiquette
- Strong facilitation/presentation/public speaking skills
- Must be customer focused, friendly and engaging.
- High level of efficiency and organization, ability to handle multiple tasks.
- Excellent attention to detail and organized work style
- Intermediate knowledge of Microsoft Office software (Word, Excel, PowerPoint and Outlook)
- Intermediate knowledge of internet research
- Experience with database software (MS Access or other database systems)
- Flexibility to work some evenings and weekends

**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.**