

Position: Site Based (SB) Customer Relations Specialist

Reporting Relationship: Senior Manager, SB Customer Service & Processing



ABOUT BIG BROTHERS BIG SISTERS OF METRO CHICAGO (BBBSChi):

BBBSChi's Mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

BBBSChi's Vision is that all youth achieve their full potential.

BBBSMC is an affiliate of the oldest, most respected mentoring organization in the US. BBBSMC is a professionally managed, mission driven, performance based organization providing high quality, safe and impactful 1:1 mentoring services to over 2,200 children/families across four counties in Metro Chicago: Cook, DuPage and Lake Counties in Illinois and NW Indiana.

As Metro Chicago and Northwest Indiana's largest donor and volunteer supported mentoring network, BBBSMC 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 BBBSMC'S revenue base upon which we build programming that meets the needs of each child individually. Our programs are proven to keep kids in school, build positive behaviors and on the path to post-graduate success. Learn more at www.BBBSCHGO.org.

BBBS Metro Chicago's Core Value is that we deeply believe Diversity, Equity and Inclusion is paramount and fundamental to BBBS's success. We all work to build and maintain an inclusive and equitable work environment for our staff, volunteers, and program participants. It is our belief that every staff member should embrace DEI principles in the decision making process. Therefore, we fully expect the ideal candidate will carry out their function with these core values in mind and treat everyone respectfully, fairly and equitably.

Position Summary:

The incumbent will work closely with the Sr. Manager of SB Customer Service and Processing (MCSP) to ensure that goals set for Site Based programs are met.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Responsibilities:

Responsibilities include initial intake and processing of any volunteer and youth inquiries and new applications. This includes proper screening of all volunteers and youth according to BBBSChi policies and guidelines to determine eligibility to become of a part

of BBBSChi Site Based programs located in Cook, DuPage and Lake Counties of Illinois & Indiana. This position requires a flexible schedule and may include working evenings and weekends.

Essential Functions:

- Process all volunteer and youth applications received following appropriate process guidelines.
- Manage volunteer and family inquiries utilizing the information database system to foster and maintain a professional relationship with potential volunteers, youth, and families by monitoring and maintaining contact from inquiry to enrollment.
- Perform all required background checks for potential volunteers including criminal checks through the local, state and national databases, child protective services and public domain searches. Use independent and professional judgment to make recommendations and assess eligibility and appropriateness of each volunteer, according to BBBSChi background check policies and procedures.
- Complete all required reference checks for eligible volunteers including references for any paid or volunteer work with children.
- Provide weekly schedules, progress updates and reports to MCSP.
- Communicate with MCSP bottle necks and strategize how to proceed.
- Work with MCSP to monitor program capacity while keeping in mind match goals for each month/quarter, in conjunction with BBBSChi's procedures. Maintain accurate records and timely documentation of work progress and performance using the information database system.
- 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 and email etiquette
- 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
- Knowledge of Microsoft Office software (Word, Excel, PowerPoint, Outlook, etc.)
- Intermediate knowledge of internet research
- Experience with database software (Salesforce), preferred
- Flexibility to work some evenings and weekends
- This position requires reliable access to Wi-Fi or internet

**Research suggests that people often apply only for jobs where they feel they have checked every box in the job posting. If you are unsure whether you check every box above, but you think you have what it takes to join our team, we want to hear from you.*

Work Environment:

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, etc.

To apply, please forward your resume, cover letter (see LIFE EXPERIENCE above) 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

EEOC Statement – Big Brothers Big Sisters of Metropolitan Chicago provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, age (40 or older), disability or genetic information. In addition to federal law requirements, Big Brothers Big Sisters complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

