

Position: CB Customer Relations Supervisor (Full-Time)



FLSA Classification: Exempt

Reporting Relationship: Manager of CB Customer Service and Processing

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

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

BBBSMC'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 Community Based Customer Relations Supervisor (CBCRS) will work closely with the Manager of CB Customer Service and Processing to ensure that goals set for the Community Base (CB) programs are met.

Supervisory Responsibilities:

This position is responsible for the supervision of a team of Customer Relations Specialists, including onboarding, training, and performance evaluation. The Customer Relations Supervisor is also responsible for providing direct supervision, which includes work assignments, coaching/development, and daily workflows.

Responsibilities:

1. Assist with volunteer and family on-boarding for CB 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 and family. The CBCRS will accept, reject, or refer participants as necessary.
4. Manage all front-end file processing while keeping in mind match goals for each month/quarter, in conjunction with BBBS' procedures of data entry, processing background and references check, fingerprints, and collecting paperwork. These process are expected to be completed with quality and in an error free manner.
5. CBCRS must be licensed for Fingerprinting.
6. Facilitate volunteer orientations as part of the Community Based Customer Relations team.
7. Foster and maintain a professional relationship with potential volunteers and families, by monitoring and maintaining contact from inquiry to match, or inquiry to closure.
8. Other duties as assigned.

Skills and Qualifications:

- Bachelor's Degree required
- At least one year prior customer service experience
- Supervisory experience is preferred
- 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 (Google Docs, Word, Excel, PowerPoint and Outlook)
- Intermediate knowledge of internet research
- Experience with database software (MS Access or other database systems, Matchforce (a proprietary system of Salesforce)
- Flexibility to work on weekends/evenings - working at least one Saturday a month
- LIFE EXPERIENCE: Acknowledging that many of your most character-building experiences - where resourcefulness and grace were required to persevere - do not show up neatly on a resume. Please use your cover letter to tell us why you think you would be a good fit for this job, especially noting qualifications that do not appear on your resume.

Work Environment:

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines and fingerprinting equipment.

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

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.

