

Position: Brand Ambassador of Volunteer Recruitment



FLSA Classification: Exempt

Interim Reporting Relationship: Chief Executive Officer

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.

BBBSChi's Core Value is a deep belief that Justice, Equity, Diversity and Inclusion is paramount and fundamental to BBBSChi'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 JEDI 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.

Brand Ambassador of Volunteer Recruitment (Corporate) Position Summary:

The Brand Ambassador of Volunteer Recruitment will create and generate new contacts by sharing, representing and promoting the BBBS brand and mission to corporations, including for-profits, non-profits and small businesses. In partnership with program leadership, the Brand Ambassador of Volunteer Recruitment will develop and implement short and long-term recruitment plans for targeting volunteers to ensure an optimal balance of geographic and demographic factors. This position is responsible for providing excellent customer service

through living the mission of BBBSMC with every interaction and will work closely with multiple departments to achieve maximum representation.

The Brand Ambassador of Volunteer Recruitment requires flexibility, adaptation, and excellent networking and listening skills in a fast-paced environment that is focused on growth, relationships and inclusion.

Supervisory Responsibilities:

This position has no supervisory responsibility.

Responsibilities:

The Brand Ambassador of Volunteer Recruitment is responsible for securing volunteer participation and community partnerships through community cultivation, lead generation and follow-up. The incumbent is responsible for driving inquiries in areas based on need according to the agency's operating plan.

The Brand Ambassador of Volunteer Recruitment requires flexibility, adaptation, and excellent networking and listening skills in a fast-paced environment that is focused on growth, relationships and inclusion.

- Plan, implement and attend representation meetings with the purpose of networking and recruiting new volunteers
- Responsible for maintaining an existing portfolio of partnerships as well as networking to generate new contacts for the sole purpose of recruiting volunteers to fulfill agency program goals.
- Create and implement multiple live volunteer recruitment events with volunteer rich businesses and from within the community in general. BBBSChi expects BAs to achieve annual and monthly targets set by BBBSChi management team which will be communicated at the beginning of the role.
- Support Child and Family Recruitment efforts when necessary.
- Create and implement a volunteer recruitment strategy that includes community outreach efforts to obtain mentors to serve both English and Spanish speaking populations.
- Track events and participant numbers in Matchforce in a timely fashion.
- Represent and promote the organization at a variety of events throughout the Greater Chicagoland area to obtain new leads and contacts
- Promote and assist with diversity and inclusion efforts for the organization
- Provide exceptional customer service to all internal and external customers
- Work closely with all departments to ensure the agency is consistently represented by engaging in the following: attending community and organizational meetings and fairs, lead corporate lunch and learns, tabling at events to interact with the public, take 1-1 meetings with individuals who want to learn more about the organization, etc.

- Network, build rapport and positive relationships with all external and internal customers and partners to recruit and retain contacts and grow partnership opportunities including local businesses, association memberships, corporate partner and agency events, chambers, diversity focused affinity groups, etc.
- Cultivate relationships to educate prospective contacts about the variety of ways they can support BBBMC including becoming a Big, corporate sponsor, donor, special event participant, become a community partner, assist with grants/foundations, etc.
- Responsible for keeping up on trends that affect our community, including diversity, equity and inclusion, fundraising, and volunteer recruitment
- Maintain a positive image of the brand
- Flexible to work nights and weekends as needed
- Additional duties as assigned

Skills and Qualifications:

Required

- A belief in the Mission and Vision of BBBS
- Minimum of 1 year of customer service, sales or marketing experience
- Bachelor's degree in related field
- Excellent written and verbal communication skills including the ability to talk and write with confidence and competence for a wide variety of audiences
- Excellent public speaking ability
- Ability to create and implement recruitment strategies for volunteers and youth
- Ability to adapt to virtual recruitment
- Proactive and independent with the ability to take initiative
- Excellent organizational, customer service and interpersonal skills are a must

Preferred:

- Bachelor's degree in communications, marketing or a related field preferred
- Experience in nonprofit preferred
- Prior experience working in a sales, marketing or recruiting role strongly preferred
- Proven bilingual proficiency (English and Spanish) preferred
- Experience working with diversity and inclusion initiatives preferred
- Experience in marketing and networking preferred

Work Environment:

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, etc. There is an expectation to work in office **a minimum** of two days per week.

To apply, 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

