

Position: Inquiry specialist



FLSA Classification: Non- 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, Lake County, IL and Lake County, IN.

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.

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

POSITION SUMMARY

The Inquiry Specialist position is a full-time, non-exempt position and serves as the first point of contact for all potential volunteers and youth who express interest or inquire about BBBSMC opportunities. This position is responsible for providing excellent customer service through living the mission of BBBSMC with every interaction and is a concierge role designed to guide a volunteer, youth and families through the application process and requires accuracy and adaptation in a fast-paced environment. The incumbent in this role is responsible for converting inquiries into applications.

DUTIES & RESPONSIBILITIES

- Provide exceptional customer service by providing clear communication, active listening, and the ability to anticipate what volunteer/youth and agency/family should know about the process.
- Provide a concierge experience to guide each prospective volunteer/youth and agency/family through the intake process: from following up on expressed interest, to answering questions about the BBBSMC experience, to guiding them through the application process
- Work systematically to efficiently and effectively convert volunteers and youth inquiries to formal applications
- Monitor general online inquiries and the Matchforce inquiry queue daily
- Develop a workplan for accomplishing the week's goals and participate in check-ins to share accomplishments, roadblocks, and help needed
- Respond and/or follow-up on all inquiries within 24 hours through various communication modes, including emails, phone calls and text messaging
- Enter accurate data into Matchforce for tracking all communications, including: contact information, info session appointments, necessary paperwork, etc.
- Demonstrate accountability when working with greater team to achieve departmental goals
- As applications are received, assign to appropriate department customer service team.
- All other duties as assigned

Requirements:

- A belief in the Mission and Vision of BBBS
- Bachelor's degree required with preference to higher degrees and studies in public relations, marketing/communications, business or other related field
 - Eight years of direct, applicable experience can be substituted in order to satisfy degree requirement
- 2 years' experience of administrative duties or a combination of education and customer service experience
- A minimum of four years of relevant experience (fundraising, business development, sales, etc.)
- Passionate advocate for the mission with the ability to effectively represent and communicate the need and value proposition to corporate partners/prospects
- Understand and provide superior customer service
- Consistent follow-up with volunteer/youth and agency/family is must
- Excellent verbal and written communication skills including the ability to talk and write with confidence and competence for a wide variety of audiences
- Strong time management, organizational and creative problem-solving skills
- Demonstrate ability to work independently and the flexibility to also work effectively in a team environment
- Must be able to effectively work in a fast-paced environment and demonstrate the ability to juggle multiple projects while keeping key constituents in the loop

- Proficiency with Microsoft Office Suite (including Outlook, Excel and PowerPoint)
- Must be willing and able to work occasional evening and weekend hours
- Access to reliable transportation occasionally required
- Must be able to lift 40 lbs. and stand for extended periods of time
- Must be willing and able to work with diverse populations

Preferred:

- Experience working with customer recruitment/processing
- Experience and comfort with using computer software (Microsoft office, Excel, Salesforce, etc.)
- Experience with non-profits and/or fundraising
- Proven experience in forging mutually beneficial partnerships with corporate partners/customers

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.

[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

