

Position: Manager, Site Based (SB), Customer Service and Processing



FLSA Classification: Exempt

Reporting Relationship: Director, Site Based Programs

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

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

BBBS Metro Chicago's Vision is that all youth achieve their full potential.

BBBS is an affiliate of the oldest, most respected mentoring organization in the US. BBBS 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, BBBS 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 BBBS' 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 Manager of Site Based (SB) Customer Service and Processing's overall responsibility is maintaining excellence and execution for the intake process for the Site based mentoring programs of BBBSMC. Key overall responsibilities include: inquiry processing for all Site Based Parents and Volunteers, implementing and monitoring of Big Brothers Big Sisters policies and procedures, management of entire function, program performance reporting and monitoring, Talent Management responsibility for SB Customer Service and Processing team. The position works in close teamwork with the COO, Directors of Site and Community Based Mentoring Programs, Director of Finance and Director of Human Resources.

Supervisory Responsibilities

The Manager of SB Customer Service and Processing will be responsible for supervising and managing the work flow of the Customer Relations Specialists, and Enrollment and Matching Specialists resulting in timely enrollment of children and volunteers.

Responsibilities:

1. In close collaboration with the Director of Site Based Mentoring Programs, set and achieve multi-year and annual agency CSP program goals, developing strategies and details for implementation and metric tools for tracking.
2. Develop and manage all customer service processes (Customer Relations, Enrollment and Matching)
3. Stay abreast of organization-wide issues and contributing to the development and achievement of the agency's long-term vision and short-term operating plans.
4. Work closely with SB Managers to ensure successful program launches, match making, management and growth
5. Work closely with SB team to ensure volunteer training and other processing/enrollment needs are completed to allow for engagement of new matches
6. Review and approve Customer Service and Enrollment and Matching file documentation and assessments to ensure quality
7. Hire, train and supervises SB Customer Service and Processing staff according to agency and national BBBS professional standards, including seasonal staff when needed.
8. Assist with Customer Relations and Enrollment and Matching Function during high volume peaks.

Intake Management Systems:

1. Reviews and monitors performance metrics
2. Continuously updating processes and tracking methods
3. Acts as Liaison between Customer Service and Processing and Site Based Program Management and Match Support.
4. Ensure Match force is effectively utilized
5. In collaboration with Director of SB, participate in National Audit, annual assessment and required reports
6. Oversees that inquiry process is in compliance with BBBS and local Standards and policies.
7. Responsible for making happen all customer service and processing deliverables, including background checks, references, interview, assessment and matching functions
8. Plans, develops and oversees appropriate collaborative efforts and special programs.
9. Updates and maintains program manual.
10. Insures compliance with program policies and procedures and BBBSA standards.
11. Other responsibilities as assigned

Skills and Qualifications:

- Bachelor's degree in social work, psychology, education or social services administration required plus relevant experience. Master's Degree preferred.
- 3-5 years progressively responsible experience and documented success in the area of social services, program management and customer service
- 1-2 years of staff supervision.
- 1-2 years of Recruitment experience
- Bilingual (Spanish) preferred
- Highly effective in data analysis, processing and problem solving
- Able to provide direction in all segments of the process (Customer Service and Processing and Program Coordination)
- Management/administrative experience including training, development, staff supervision and team meetings.
- Case management experience in youth development.
- Excellent written and oral communication skills

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.

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

