

Position: Customer Relations Manager



FLSA Classification: Exempt

Reporting Relationship: Vice President of Programs

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.

BBBSChi is an affiliate of the oldest, most respected mentoring organization in the US. BBBSChi is a professionally managed, mission driven, performance-based organization providing high quality, safe and impactful 1:1 mentoring services to almost 2,000 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, BBBSChi 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 BBBSChi'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 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 Customer Relations Manager (CRM) leverages technology to provide an efficient customer service experience for all potential Bigs, Littles, and families interested in BBBSChi. This role oversees the Customer Relations Team that receives and processes all inquiries for community and site based programs.

Responsibilities:

1. Stay abreast of organization-wide issues and contribute to the development and achievement of the agency's long-term vision and short-term operating plans.
2. Work closely with program teams to support successful program launches and that other processing/enrollment needs are completed to allow for engagement of new matches.
3. Develop and manage all intake processes for the Customer Relations Team.
4. Assist with customer relations functions during high volume peaks.

Supervisory Responsibilities:

The CRM leads a team of 4-6 Customer Relations Specialists (CRS) who work with volunteers, youth, and families to collect and finalize application materials for enrollment and matching in a timely manner. Providing regular support and guidance to the team, the CRM facilitates regular communication between team members and serves as the first point of contact to the EMS for enrollment and matching concerns.

The CRM supports the CRS team to ensure staff meet individual, team, and agency goals and monitors performance using Matchforce.

1. Hire, train and supervise Customer Relations staff according to agency and Big Brothers Big Sisters of America (BBBSA) professional standards, including seasonal staff when needed.
2. Assign volunteer and youth files to CRS team members for processing, based on caseload size and capacity.
3. Review and approve Customer Relations documentation in Matchforce to ensure quality and child safety protocols are met within program guidelines i.e. 24-48 business hours for first contact.
4. Develop and implement performance management systems to ensure that processes and expectations are clear, work is efficient, and activity is carefully documented.

Intake Management:

1. With an eye for continuous improvement, review and monitor performance metrics and seek out potential enhancements or process improvements.
2. As needed, review and update processes and tracking methods.
3. Act as liaison between Recruitment, Community and Site Based Enrollment and Matching, and Match Support teams.
4. Oversee and ensure inquiry compliance is met with BBBSA standards and program policies, and procedures.
5. Responsible for all customer service and processing deliverables, including timely communications, background, and reference checks.

6. Plan, develop and oversee appropriate collaborative efforts and special programs.
7. Review and update pertinent sections of the BBBS Program Manual on a regular basis.
8. Other duties as assigned.

Systems and Process Improvement

1. Ensure that Matchforce/Salesforce database is effectively utilized across the Customer Relations team.
2. Using Matchforce, analyze inquiry and customer relations metrics, including yield and processing times, to manage performance, set goals, and identify improvement opportunities.
3. Utilize feedback from Volunteer Voice and Satisfaction surveys to guide the team and update intake procedures regarding data utilization, reports, trends, and/or challenges that affect the overall process.
4. In partnership with the COO, VP of Programs, and Directors of Site and Community Based Programs, work with the Customer Relations team to implement automated communication journeys and evaluate effectiveness and utilization.

Skills and Qualifications:

- A belief in Mission and Vision of BBBS
- Bachelor's degree in human resources, social work, psychology, education, or social services administration required plus relevant experience. Master's Degree preferred.
- Experience in customer service, processing, case management, and/or human resources
- 1-2 years of management/administrative experience including hiring, training, development, staff supervision and team meetings.
- Highly effective in data analysis, processing and problem solving, experience with Salesforce is a plus.
- Excellent written and oral communication skills.
- Superior organizational and time management skills.
- Strong customer service skills.
- Ability to work independently and as a member of a team.
- Strong computer skills: intermediate working knowledge of MS Office software, Salesforce experience is a plus.
- Must have reliable transportation and be familiar and comfortable with travel throughout the Chicagoland area. This may include public transit and rideshare.
- Bilingual (Spanish) is a plus.

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 Careers Apply Here](#)

Big Brothers Big Sisters of Metropolitan Chicago

Attn: Human Resources

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BBBS is an Equal Employment Opportunity Employer

