

Position: Director of Customer Service and Community Engagement



FLSA Classification: Exempt

Reporting Relationship: Chief Program and Operating Officer (CPOO)

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 over 1,300 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:

Director of Customer Service and Community Engagement has overall responsibility for maintaining excellence in the engagement of agency constituents and customer service processing functions of the BBBSChi agency. These responsibilities include strategic recruitment of youth and volunteers from throughout the BBBSChi service area, engagement, processing and matching of interested individuals, as well as monitoring Big Brothers Big Sisters of America management trends, program performance reporting and training and supervision of the Customer Service and Community Engagement Program staff.

The position works in close teamwork with the Chief Program and Operating Officer, Regional Directors, and Director of Program Services and Match Support. Through direct supervision

of the Community Engagement Manager, the incumbent is responsible for ensuring that the required volume of volunteers and youth inquiries is in queue, so as to meet the prescribed service goals. In addition, the Director of Customer Service and Community Engagement will work closely with the recruitment team and Regional Directors to align matching opportunities for Bigs and Littles throughout the service area.

Supervisory Responsibilities:

The Director of Customer Service and Community Engagement supervises the Community Engagement Manager, Manager of Customer Relations and the Manager of Enrollment and Matching to ensure provision of an optimal customer focused quality mentoring service experience to youth, their families, and volunteers.

Responsibilities:

1. In collaboration with the CPOO, Regional Directors, Enrollment & Matching Manager, Customer Relations Manager, and Community Engagement Manager, set and achieve multi-year and annual agency Program goals.
2. Serve as a vital member of the program leadership team by staying abreast of organization-wide issues and contributing to the development and achievement of the agency's long-term vision and short-term operating plans.
3. Actively participate in the development of the agency's strategic growth program strategy and related tactical plan and budget.
4. Oversees the stewardship of ready to be matched Bigs and Littles to support engagement and connectedness while a match is pursued.
5. In collaboration with the Regional Directors and Community Engagement Manager, strategically monitor all wait lists to inform recruitment efforts and facilitate matching within program service areas.
6. In collaboration with the Community Engagement Manager, Manager of Customer Relations and Manager of Enrollment & Matching, provide support and coordination to achieve monthly match goals.
7. Ensure compliance with BBBSA standards and updates and maintains program manual as it relates to program policies and procedures.
8. Participate in National Audit and Annual Assessment
9. Recruit, hire, coach and supervise Community Engagement, Customer Service and Enrollment Managers
10. Develop an effective partnership with BBBS Program teams, including local, regional, and national.
11. Review and monitor program performance metrics and ensure the effective use of Matchforce as the main performance management tool for department KPIs.
12. Coordinate services and maintain documentation and reports as required by agency contracts, including FSS, OJJDP, etc.

Skills and Qualifications:

- A belief in the Mission and Vision of BBBSChi

- Bachelor's degree in social work, psychology, education or social services administration required plus relevant experience. Master's Degree preferred.
- 5-7 years progressively responsible experience and documented success in the area of social services program management
- Management/administrative experience including supervision of staff
- Case management experience in youth development.
- Demonstrated understanding of volunteer and youth recruitment
- High level of efficiency and organization, ability to handle multiple tasks.
- Understanding of other races, cultures, values and belief systems.
- Excellent oral and written communications skills including honed reflective listening ability
- A sense of humor and superior interpersonal skills
- Integrity
- Ability to lead a mission driven team while holding accountable to performance goals

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.

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
 130 S. Jefferson St., 2nd Floor
 Chicago, IL 60661

BBBSCHI is an Equal Employment Opportunity Employer.

