

Position: Manager of Customer Experience



FLSA Classification: Exempt

Reporting Relationship: Director of Customer Service and Community Engagement

Salary Range: \$75K - \$80K - Commensurate with work/sales experience and degree credential(s)

Benefits: BBBS offers a competitive benefits package which includes Health and Dental coverage, Vision, Critical Illness, Accidental coverage, Voluntary and Basic Life Insurance, Short and Long-term disability, Flexible Spending Account, and a matching 401K retirement plan.

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

BBBS Chi'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 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, 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.

BBBS Metro Chicago's Core Value is that we deeply believe Diversity, Equity 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 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 Customer Experience is responsible for overseeing and executing a comprehensive strategy to enhance customer service experiences and community engagement

efforts for Big Brothers Big Sisters of Metro Chicago (BBBSChi). This role combines customer relations and recruitment functions to ensure efficient inquiry processing, volunteer and youth engagement, and strategic community outreach. The Manager leads a team responsible for intake processes, volunteer and youth recruitment, and building relationships with corporate, academic, and community partners to drive participation in BBBSChi programs.

Key Responsibilities:

Customer Service & Intake Management:

1. Oversee and manage all customer service functions to ensure potential volunteers, youth, and families have a seamless and positive experience.
2. Develop, implement, and oversee intake processes, ensuring timely and effective communication with interested participants.
3. Maintain compliance with BBBSA standards and program policies, ensuring child safety protocols and timely inquiry response times.
4. Analyze and improve inquiry and intake metrics, leveraging data from Matchforce/Salesforce to enhance processes and outcomes.
5. Utilize feedback from surveys to guide continuous improvement in customer service practices.
6. Assist during peak inquiry periods to support the Customer Relations Team in handling high volumes.

Community Engagement & Recruitment Strategy:

1. Lead and execute activation efforts to connect with potential volunteers, youth, and families across BBBSChi's service area.
2. Develop and manage a recruitment strategy that includes in-person and virtual outreach across corporate, academic, and civic spaces to meet program goals in strategic areas with volunteers or youth waiting.
3. Build partnerships with external organizations, corporate partners, and community groups to increase awareness and drive participation in BBBSChi programs.
4. Manage recruitment efforts to ensure a balanced geographic and demographic representation of mentors and youth.
5. Oversee and support Brand Ambassadors in expanding community reach and optimizing engagement efforts.
6. Track and analyze recruitment efforts to ensure goals are met and adjust strategies accordingly.

7. Support diversity, equity, and inclusion initiatives within recruitment and engagement efforts.

Staff Leadership & Performance Management:

1. Supervise and lead a team of Customer Relations Specialists and Brand Ambassadors, ensuring alignment with agency goals.
2. Hire, train, and develop staff according to agency and BBBSA professional standards.
3. Conduct regular team meetings to review activities, set targets, and plan next steps.
4. Monitor and evaluate staff performance using Matchforce, ensuring adherence to processing timelines and quality standards.
5. Establish performance management systems to ensure work is efficient, processes are clear, and activities are well-documented.
6. Provide regular coaching and support to ensure team members successfully meet individual, team, and agency goals.

Systems & Process Improvement:

1. Ensure that the Matchforce/Salesforce database is effectively utilized to track customer relations and community engagement efforts.
2. Analyze data to identify trends, improve efficiency, and develop strategies for optimizing inquiry processing and outreach effectiveness.
3. Implement automated communication tools to enhance engagement and streamline processes.
4. Stay updated on industry best practices and trends, incorporating innovative strategies to improve BBBSChi's customer service and community engagement.

Collaboration & Cross-Departmental Coordination:

1. Work closely with program teams to align recruitment and engagement efforts with enrollment and match support needs.
2. Partner with the Development department to support corporate partnerships and volunteer engagement initiatives.
3. Act as the primary liaison between Recruitment, Enrollment & Matching, and Match Support teams to ensure smooth transitions from inquiry to participation.
4. Provide strategic direction for agency-wide engagement efforts, supporting organization-wide goals for growth and community impact.

Qualifications & Skills:

- Bachelor's degree in a related field (Communications, Marketing, Nonprofit Management, or similar) or equivalent work experience.
- 3+ years of experience in customer service, sales, recruitment, community engagement, or related roles.
- Strong leadership and team management skills, with experience supervising staff and driving performance outcomes.
- Excellent interpersonal and networking skills, with the ability to build strong community relationships.
- Strong analytical and problem-solving skills, with experience utilizing data to drive decision-making.
- Experience with CRM systems such as Salesforce preferred.
- Ability to work in a fast-paced environment, manage multiple priorities, and adapt to changing needs.
- Passion for the mission of Big Brothers Big Sisters and a commitment to youth mentorship.

This role is critical to ensuring that BBBSChi provides a seamless and engaging experience for volunteers, youth, and families while expanding its presence and impact in the community.

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

130 S. Jefferson St. , 2nd Floor

Chicago, IL 60661

BBBS is an Equal Employment Opportunity Employer