Position: Enrollment and Matching Strategist

Reporting Relationship: Manager, Enrollment

FLSA Classification: Exempt

Work Schedule: 11:00 a.m. – 7:00 p.m. (with flexibility for later evenings/weekends)

Salary Range: $55K -$57K Commensurate with work experience, degree credential(s) and bilingual language skillset

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 (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 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, 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 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.

BBBS'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 Enrollment and Matching Strategist will work closely with the Manager of Enrollment to handle all aspects of enrollment and matching to ensure that goals set for programs are met.

Supervisory Responsibilities:
There are no supervisory responsibilities in this position, but functions as a senior-level subject matter expert and may support onboarding/training of seasonal or new staff.

Responsibilities:

Core Responsibilities include full-cycle enrollment and matching for volunteers and youth/families across Cook, DuPage, and Lake Counties (IL) and Northwest Indiana. This includes high-volume interviewing, assessment writing, match presentation, and scheduling match introductions.

1. Build and maintain strong professional relationships with prospective volunteers and youth/families from initial inquiry through successful match.
2. Coordinate scheduling of all interviews in partnership with corporate, community, and school partners; conduct interviews virtually or in person as required.
3. Conduct a minimum of **25 volunteer interviews** and youth/family interviews per month, maintaining high quality and consistency.
4. Complete at minimum **25 written assessments** and recommendations within 48 hours of interview, ensuring accuracy, clarity, and professional judgment in all match decisions. This role includes the use of agency-approved AI technology to support the creation, refinement, and timely completion of written assessments.
5. Provide weekly schedules, performance updates, and pipeline reports to the Manager of Enrollment.
6. Support recruitment efforts by distributing materials, presenting to partner organizations, attending community events, and collaborating with school/site partners to increase enrollment as needed.
7. Identify bottlenecks, propose solutions, and proactively strategize with the Manager of Enrollment to ensure enrollment flow and timely matching.
8. Create safe, appropriate, and mission-aligned match relationships based on available volunteers and youth.
9. Present match recommendations to all parties by phone and secure verbal approval from volunteers and families.
10. **Make a minimum of 10 matches per month.**
11. **Conduct a minimum of 5 match presentations per week and schedule the match introduction meetings**
12. **Personally conduct 3 match introduction meetings per week.**
13. Prepare match notes and schedule 5–10 match introduction meetings per week, ensuring accurate and timely handoff to the MIM Coordinator or Program/Partnership staff.
14. Personally conduct a minimum of 3 Match Introduction Meetings per week.
15. Meet or exceed senior-level match goals (elevated baseline expectations from standard capacity due to senior classification).
16. Collaborate with Program staff to ensure a seamless transition from enrollment to match support.
17. Conduct volunteer and child reassessments when needed.
18. Maintain accurate, compliant, and up-to-date files for all volunteers and children/families.
19. Perform additional duties as assigned to support department and agency goals.

Skills and Qualifications:

- Strong commitment to the Mission and Vision of BBBS.
- Bachelor's degree in social services, psychology, or related field required. Master's degree preferred.
- Minimum 4 years of direct experience in case management, social services, or a related field.
- Advanced interviewing, assessment, and decision-making skills required.
- Experience working with children, youth development, or family services.
- Bilingual (English/Spanish) preferred.

- Strong written and verbal communication skills, including phone and email professionalism.
- Strong facilitation and public speaking experience.
- High customer-service orientation with the ability to engage volunteers and families effectively.
- Exceptional organization, time management, and ability to handle multiple priorities in a fast-paced environment.
- Strong attention to detail and capacity for writing high-quality assessments.
- Ability to work independently while exercising sound professional judgment.
- Intermediate proficiency in Microsoft Office; Salesforce experience preferred.
- Must have reliable transportation, valid driver's license, and auto insurance; regular travel throughout Chicago and suburban counties is required.
- Requires flexibility to work evenings and weekends. Work hours for this position are typically 11am to 7pm.

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, 2nd Floor
Chicago, IL 60661

BBBS is an Equal Employment Opportunity Employer

Big Brothers Big Sisters®
OF METROPOLITAN CHICAGO