

<b>Position Title: Youth Enrollment Specialist</b>	<b>Classification: Salary Non-Exempt</b>	<b>Date last revised: 10/22/2018</b>
<b>Department: Enrollment &amp; Matching</b>	<b>Supervises:</b>	
<b>Reports To: Senior Director, Enrollment &amp; Matching and Customer Relations</b>	N/A	

**Purpose**

**Purpose of this function:** The Enrollment and Matching team assesses youth and volunteers for eligibility and suitability for the program and places them in an appropriate match.

**Responsibilities**

**Youth Enrollment Responsibilities:**

- Maintain customer service at levels to exceed expectations of our parents, children and partners.
- Process all child inquiries from initial inquiry to scheduled interview, based on department plan and flow chart.
- Conduct initial orientation with inquiring families, which includes program requirements and eligibility and expectations, and assess for initial eligibility.
- Obtain and review any collateral needed prior to interview to assist with eligibility determination.
- Cross-train with Volunteer Engagement Specialist, Enrollment and Matching Specialist, and Matching Specialist to assist during times of need.
- Conduct volunteer and/or youth interviews to ensure agency goals are met.
- Oversee progress with primary program goals, including youth referrals and new matches. Work with program team to improve effectiveness, customer service and overcome challenges.
- Determine which youth should be scheduled for interviews according to agency goals, strategies, and policies and procedures.
- Manage youth inquiry queue and youth waitlist prior to interview.
- Manage and ensure staffing of child recruitment events.
- Tracking and communicating youth recruitment needs.
- Provide administrative and clerical support as requested by the Senior Director of Enrollment and Matching.
- Availability and willingness to work regular evenings and weekend hours as needed.

**Program Expectations:**

- Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth and development experience for the child and successful and satisfying experience for the volunteer.
- Ensure accurate documentation is completed in database according to BBBS Standards and Agency policies & procedures.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Work with strategically identified external partners (ie. Schools, community centers, corporations, etc.) to build relationships for youth referrals and family resources.
- Staff recruitment booths/tables, match activities and agency events.
- Share with development, engagement, partnership and/or marketing staff potential partnership relationships and stories as discovered through match contacts with Big, Little and Parent/Guardian.
- Maintain customer service at levels exceeding expectations of our partners, volunteers, parents, and children.
- Be an ambassador for BBBS by representing BBBS in a professional manner, identifying and seizing opportunities to recruit volunteers, and furthering the mission of BBBS.
- Maintain budget documents including invoices and other expenses incurred by department as needed.

**General:**

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBS to increase collaboration and reduce inefficiencies.
- Represent BBBS in a professional manner at all times, providing courteous service to both internal and external constituents and presenting a positive image of BBBS.
- Abide by BBBS policies and practices.
- Complete other duties as assigned.

**Evaluation of Performance**

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of Big Brothers Big Sisters of Central Indiana.

**Experience, education, degrees, and licenses**

- Bachelor's degree required. Degree in Human Services, Social Services, or related field, or experience in social services, education and/or child development
- Participation in continuing education programs as requested.
- Must be able to work proficiently with computers and other office equipment.

### **Physical demands/Work environment**

- Required to travel approximately 40% of time to meet agency needs (often in places of employment or individual homes), attend conferences and meetings, etc. Travel is generally within Central Indiana.
- Must have reliable transportation. Drivers of privately owned vehicles must have valid driver's license and meet state required automobile insurance minimums. May be required to transport clients.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving check.