



## JOB DESCRIPTION

<b>Position Title: Enrollment Experience Specialist</b>	<b>Classification: Salary Non-Exempt</b>	<b>Date last revised: June 2025</b>
<b>Department: Enrollment &amp; Matching</b>	<b>Supervises:</b>  <b>N/A</b>	
<b>Reports To: Director, Enrollment &amp; Matching</b>		

### Purpose

Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. Our vision is that all youth achieve their full potential.

Big Brothers Big Sisters of Central Indiana serves more than 1,000 youth annually ages 8 - 18 in Hamilton, Johnson, and Marion Counties. We partner with parents/caregivers, volunteers, schools, and the donors in our community to defend, ignite, and empower the potential of every child we serve.

**Purpose of this function:** The Enrollment and Matching team engages interested youth, parents/guardians, and volunteers and initiates the enrollment process, while providing a high level of customer service. The team assesses youth and volunteers for eligibility and suitability for the program and places them in an appropriate match.

**Purpose of this role:** The Enrollment Experience Specialist demonstrates high-level performance within their core function; provides top-notch customer service and documentation.

### Commitment to Core Values of Access, Belonging, & Opportunity

The Core Values of the Big Brothers Big Sisters network are Access, Belonging, & Opportunity. At Big Brothers Big Sisters of Central Indiana, we harness the power of our mission to connect people in relationships that celebrate and affirm who they are, foster a sense of belonging, and enable opportunities and experiences to empower their potential. All staff are expected to demonstrate commitment to the Core Values through their everyday work and learning.

## Responsibilities

### **Youth & Volunteer Engagement Expectations:**

- Maintain agency database for all inquiries and enrollment in a timely, consistent, and accurate manner.
- Process youth inquiries from initial inquiry to scheduled interview, based on department plan and flow chart.
- Conduct youth intake and initial orientation, including the collection of youth collateral prior to interview, program overview, prequalifying questions, pertinent identifying information, etc.
- Process volunteer inquiries with a focus on engaging digital leads into the enrollment process.
- Initiate contact with volunteer inquiries within an hour of submission or as soon as the next business day.

### **Customer Service Expectations:**

- Ensure high-end customer service is always at the forefront, both internally and externally.
- Respond quickly to volunteer and youth inquiries all while providing appropriate information about the enrollment process, answering questions and providing referrals as necessary.
- Real-time database documentation of interactions whether via phone, email or messaging.
- Communicate necessary client information to team members involved in subsequent enrollment processes.

### **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 (i.e., 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 BBBSCI (Big Brothers Big Sisters of Central Indiana) by representing BBBS professionally, identifying, and seizing opportunities to recruit volunteers, and furthering its mission.
- Maintain budget documents including invoices and other expenses incurred by department as needed.
- Availability and willingness to work regular evenings and weekend hours as needed.

**General:**

- Maintain timesheet and budget documents, including invoices and other expenses, and submit through proper channels promptly.
- Participate and engage in continued staff learning and discussions.
- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBSCI to increase collaboration and reduce inefficiencies.
- Always represent BBBSCI professionally, providing courteous service to internal and external constituents and presenting a positive image of BBBSCI.
- Abide by BBBSCI 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 preferred. Degree in Human Services, Social Services, or related field, or experience in social services, education and/or child development.
- Experience providing high-level customer service over the phone.
- 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 0 to 3 times per week to attend conferences and meetings, etc. Travel is generally within Central Indiana.
- Overnight travel potential 0-1% yearly for conferences.
- Must be able and willing to work evenings and weekends as required by agency.
- Must be able to work proficiently with computers, agency database and other office equipment.
- Must have reliable transportation. Drivers of privately owned vehicles must have a valid driver's license and meet state required automobile insurance minimums.
- Must be able to meet eligibility requirements in a background check consisting of National Sex Offender, Criminal History and Motor Vehicle Registry and verified through fingerprinting.

## ACKNOWLEDGEMENTS

**Employee: I have reviewed this job description with my supervisor and acknowledge receipt.**

Signature:

Date:

**Supervisor: I have reviewed this job description with my employee.**

Signature:

Date:

**Human Resources:**

Signature:

Date: