



Big Brothers Big Sisters

Little Moments. Big Magic.™

JOB DESCRIPTION

Position Title: Enrollment Specialist/Dream Big Manager		Overtime Status: Non-exempt
Department: Program	Location: 91 W Colt Square Drive, Suite 1 Fayetteville, AR 72703	
Reports To: Enrollment Team Leader		

POSITION PURPOSE

Essential to the BBBS brand, this position will serve a variety of functions that contribute to the interview, and matching of children and volunteers in our program. The Enrollment Specialist portion of the position will interview, both child and parent/guardian, and interview mentors for our program. The Dream Big Manager position will enroll, interview, match and manage the Dream Big Program.

A high-level customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer, child enrollment and matching process. High-level customer service in on-going monthly match support.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed. Accommodate parent and volunteer's schedules for interviews.

Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.

Review and follow-up on references as necessary to gain additional data to complete the assessment process. Provide comprehensive assessments and match support recommendations for volunteer and child participation.



Dream BIG Duties

- Overseeing weekly one on one's with team leadership, attend weekly committee meetings and weekly VAC Board meetings
- Overseeing the structure implementation for the Dream B.I.G. program
- Overseeing the mandatory leadership and develop trainings for the programs.
- Develop and manage the time line for events and the program expansion plans
- Interview and assess match relationship for mentor/mentee, focusing on child safety, positive youth development.
- Assisting student leaders with the development and administration of their student fee budgets
- Supervising student interns through weekly one on ones, setting personal and professional goals.
- Manage privately-funded budgets
- Adhere to BBBSNWA Service Delivery Model, according to National Brand Standards

Other duties as assigned

EDUCATION& RELATED WORK EXPERIENCE

Education Level:

(minimum & preferred educational requirements necessary to perform this job successfully)

At minimum, Bachelors degree in social services or related field.

Years of Related Work Experience :

(minimum & preferred related work experience necessary perform this job successfully)

Experience working with both child and adult populations; specific assessment, intake or interview experience preferred. Must have car, valid driver's license, and meet state required automobile insurance minimums. **Spanish Speaking preferred**

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent relational assessment skill.	X	
Oral and written communication skills reflect solid customer service.	X	
High-level interviewing skills.	X	
Ability to form appropriate assessment-based relationships;	X	
Ability to relate well in multicultural environments;	X	
Ability to maintain confidentiality throughout daily operations;	X	
Ability to effectively collaborate with other volunteer match staff;	X	
Ability to use time effectively;	X	
Ability to focus on details;	X	
Ability to collect meaningful data and draw solid conclusions.	X	

TRAVEL REQUIREMENTS

(Local mileage reimbursed at federal rate)

Regular local travel within Benton and Washington County



WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment. Flexible work hours and travel to meet customer needs. If home visitation is required, must travel to local communities and neighborhoods.

Core Competencies	High Performance Indicators
Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
Communication - Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation; use an awareness of formal and informal decision-making channels to achieve desired results.
Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.



Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.
Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.

Equal Employment Opportunity

BBBSNWA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSNWA may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Supervisor: I have approved this job description and reviewed with my employee.	
Signature: _____	Date: _____
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature: _____	Date: _____
Executive Director:	
Signature: _____	Date: _____