

Position Title: Enrollment Coordinator	Employment Status: 40 Hours/Week, Non-Exempt, Benefits Eligible
Reports To: Program Director	Location: St. Cloud, MN

POSITION PURPOSE

This position is responsible for providing high-level customer service throughout the implementation of the volunteer and child enrollment and matching process in accordance with the Big Brother Big Sister brand and volunteer options.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth processing time, match retention rate, average match length, volunteer rematch rate, and customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

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.

Ensure that all volunteers receive an engaging, positive and personalized sales response promoting BBBS programs.

- Effectively move the volunteer from the point of first contact to active enrollment.
- Identify and eliminate any barriers interfering with the initial enrollment process.
- Follow process through to next point of contact.

Pre-screen applicants, ensuring availability and other qualifying policy parameters have been addressed.

Assess volunteer "fit" to BBBS. Conduct Volunteer Enrollments including: individual training, interviews, and completion of any other enrollment processes.

Conduct client enrollments including child interviews, child safety education and enrollment processes.

Assess and refer families for alternative or additional services as needed.

Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency. Consult with other program staff and/or supervisor as appropriate.

Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer. Maintain accurate and timely records for each match according to national BBBS standards and utilize technology to report, synthesize and analyze data.

Determine which volunteer and client should be matched together based information gathered in the assessment process.

Enter all inquiries and pertinent data into database, ensuring accuracy and timelines of information systems.

Review and follow-up on references as necessary to gain additional data to complete the assessment process.
Conduct volunteer and client reassessments/updates as indicated.
Respond to all volunteers regarding their enrollment status. Ensure that all such inquiries receive prompt and informative response.
When scheduling interviews accommodate volunteer and family schedules including some late afternoons, early evenings, and an occasional weekend.
Share with the Community Engagement Manager and the Sponsorship & Event Manager potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
Collaborate with other staff, especially the Lead Enrollment Coordinator, to ensure smooth transition among functions.
Other duties as assigned by the Lead Enrollment Coordinator, Program Director and Executive Director.

EDUCATION & RELATED WORK EXPERIENCE

Education Level:

Minimum Bachelor's Degree in social services, human resources or related field preferred.

Years of Related Work Experience:

Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.

SKILLS AND KNOWLEDGE

	Required	Preferred
Goal-driven approach to work with a demonstrated ability to develop a rapport with individuals from diverse sectors.	X	
Proficiency in Microsoft Office; including Word and Excel.	X	
Ability to successfully work in a team environment.	X	
Enthusiasm, positive sense of humor and can do attitude.	X	
Proficiency in, or a strong propensity to learn, a Customer Relationship Management technology system.		X
Excellent oral and written communication skills reflecting solid customer service both in-person, electronic, and telephone.	X	
Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction.	X	
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating.	X	
Access to transportation.	X	
Ability to relate well in cross-cultural environments.	X	
Ability to use time effectively and self-directed.	X	
Ability to focus on details and prioritize demands of the day.	X	
Ability to assess and adapt to shifting priorities.	X	

Ability to effectively collaborate with the entire team.	X	
Ability to collect meaningful data and draw solid conclusions for resolutions.	X	
Ability to maintain confidentiality throughout daily operations.	X	
Ability to speak a second language.		X

TRAVEL REQUIREMENTS	Primarily within our service area but outside of area as needed for workshops/conferences. Must have access to transportation, valid driver's license, and meet required automobile insurance minimums.
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WORK ENVIRONMENT/PHYSICAL REQUIREMENTS	
Routine office environment. Flexible work hours to meet customer needs. If home or local visitation is indicated, must travel to local communities and neighborhoods.	

Core Competencies	High Performance Indicators
Customer Focus	Able to build strong working relationships with agency staff and matches; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.
Problem Solving & Analysis	Able to gather appropriate data and diagnose the cause of a problem 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.
Flexibility & Achieving Change	Able to positively deal with changes that affect job requirements or work assignments; adapt to shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.

Continuous Improvement & Produces Results	Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.
Decisiveness & Judgment	Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.
Open Communication	Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date. Consistently brings concerns forward to resolve efficiently and effectively.
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 team members goals 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 their own behavior that might be perceived as biased.

Equal Employment Opportunity

Big Brothers Big Sisters of Central Minnesota follows a non-discrimination policy that provided equal employment opportunities to all qualified individuals and prohibits exclusion of potential employees, volunteers and youth or parents/guardians on the basis of race, color, religion, national origin, marital status,

sexual orientation, gender identity, gender expression, veteran status 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. Big Brothers Big Sisters of Central MN 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: