

Enrollment Manager - Big Brothers Big Sisters of Dane County

Exemption: FLSA Exempt

Salary: Minimum \$46,000, negotiable based on experience

Our mission is to build and support one-to-one relationships that ignite the biggest possible futures for youth, and strengthen the youth mentoring field through evidence-based mentoring services, collaboration and advocacy. BBBS Dane County is seeking an Enrollment Manager to lead and guide the effective and efficient implementation of enrollment and match practices in accordance with the BBBS brand and BBBSA Standards of Practice.

This Enrollment Manager will be joining a forward-thinking team headed by Sandy Morales. Under her stewardship, Big Brothers Big Sisters of Dane County was the winner of the 2017 Big Brothers Big Sisters of America Gold Standard Award, which recognizes the hard work of both leadership and staff to provide high-quality programming for the community we serve while continuing to grow our service-based model.

The Enrollment Manager will supervise 1-2 Enrollment Specialists to ensure high-level performance and delivery of services. The ideal Enrollment Manager candidate will be a self-starter who approaches their work with an eye for process improvement and seeking solutions with the widest possible impact. They will leverage their capacity for empathy and their ability to analyze data to foster genuine connections between volunteers and Littles, while continually working to optimize programming.

This position requires some evening hours.

Areas of Responsibility

Screening, Interviewing, Assessment and Matching - 50%

- Assess the eligibility, suitability, and match-ability of all applicants, including their ability to build and sustain a safe and healthy relationship.
- Leads and conducts volunteer/child Enrollment and Match services, ensuring that all meetings, assessments, individual volunteer interviews, and other processes are conducted according to all national standards of practice. Leads and directs the Enrollment team to manage and guide staff, while providing constructive feedback. Proactively steps in to assist with Match Services as needed.
- Oversees matching of Bigs and Littles and transmission of Matches to Match Support Team. Works with department staff to fulfill all electronic database documentation requirements per organizational standards.

Leadership, Management, Accountability - 25%

- Leads the Enrollment Matching function to ensure a high level of quality performance and individual team members' professional development.
- Confirms that team members demonstrate high-level proficiency in, and application of child safety and risk management knowledge, policies, and procedures throughout all aspects of job functions according to set standards of practice and agency policies. Participate in the Enrollment Matching team hiring, training, development, coaching and evaluating, among other supervisory responsibilities
- Fosters a team culture of accountability, trust, empathy, and excellence.

Standards and Process Management, Data Analytics - 25%

- Assists in the development and evaluation of Enrollment and Match policies and processes to efficiently and effectively meet growing agency goals and national standards.
- Collaborates with Match Support staff to assist in the transition of new matches from Enrollment and Match to Match Support, and to ensure that volunteers and clients whose current matches have terminated are re-engaged/matched as appropriate.
- Works closely with the Match Support Manager, Director of Philanthropy, and CEO to proactively and continually seek to improve department functions and services and ensure that performance is directly in line with Agency goals and strategic initiatives.
- Proactively generates reports to track metrics concerning team performance, match efficiency, and other criteria of successful program implementation. Presents findings to internal and external stakeholders with a solutions-oriented approach.
- Researches relevant market/population trends to devise and implement solutions to increase participation in key programs and initiatives
- Leverages innovative technology solutions to further enhance the efficiency of operations and service delivery model

Education and Experience Requirements

- Bachelor's degree with minimum three years' experience in community engagement, team management, business operations, social work, counseling, social services, child development **or**

- Associate's degree with minimum four years' experience as described above **or**
- Minimum eight years' experience as described above

Essential Knowledge, Skills, and Abilities

- Proven commitment to equity, inclusion, and diversity in all aspects of their work, and a capability to use those tenets as a driver to advance excellence within the organization
- Successful track record in conducting interviews and skills/interest assessments for diverse populations, exercising empathy to assist in making genuine human connections
- Demonstrated success in piecing together data from different sources and implementing solutions based on shared mission, vision, goals; ability to work to clarify objectives when information or goals are ambiguous
- Proactive and proficient ability to diagnose problems and work across functional groups to find mutually beneficial solutions
- Ability to effectively share creative and innovative ideas to enhance the efficacy and efficiency of services to Littles, Bigs, community partners, employees, and other stakeholder groups; past experience in leveraging technology with an eye for process improvement
- Proven data analysis and reporting skills, with the ability to translate complex data sets to relevant stakeholder groups
- Successful track record in managing and completing multiple projects concurrently, often with shifting deadlines
- Demonstrated success in exercising sound, ethical judgment in both day-to-day and extraordinary circumstances, considering explicit and implicit impacts to all parties involved. Ability to demonstrate candor and empathy when working through potentially difficult or emotionally charged interpersonal interactions

Preferred Knowledge, Skills, and Abilities

- Previous experience in recruitment or volunteer management
- Fluency in Spanish or Hmong

Applicant Instructions

Please include an **up-to-date resume, cover letter detailing your interest in the position, and contact information for up to three professional references** to hiring@bbbsmadison.org. References will not be contacted without applicant approval. Applications must be submitted by **Friday, May 28 at 11:55 PM**.

Employee Benefits

Health & Dental

The Agency offers 95% single + 50% dependent for health insurance and then 100% single + 50% dependent for dental.

Vacation/PTO

16 days PTO in the first year that includes vacation, sick time, and birthday.

Short/Long-Term Disability

Short-term and long-term disability insurance.

Life Insurance

Employees are provided with life insurance in the amount of twice their annual salary, to a maximum of \$170,000. There is a guaranteed-issue amount of \$140,000.

401K Plan

Following 12 months of employment, the employer will match 50% up to 6% of the employee's contributions, for a maximum employer match of 3%. Employees are 100% vested in their contribution and the contributions of the Agency.

Parental Leave

Full-time and Part-time regular-status employees employed for 52 weeks/12 months may request a continuous leave of absence for up to 12 weeks due to the birth or adoption of a child. The agency will provide 5-8 weeks of paid leave through a combination of Short-Term Disability (where applicable) and pay directly from the agency. The employee may use accrued PTO during the unpaid portion of the leave, if available