

JOB DESCRIPTION

Position Title: Volunteer Outreach & Enrollment Specialist	Classification: Salary, exempt	Date last revised: 4/25/2022
Department: Enrollment	Salary: \$40,000+	
Reports to: Enrollment Manager	Supervises: N/A	

Purpose

1. To develop and execute the volunteer recruitment efforts for the agency through strategic campaigns and outreach, including developing corporate and community-focused partnerships.
2. To enroll and match volunteers with youth with a high level of customer service.

Responsibilities

Outreach and Engagement:

- Participate in the development, measurement, and execution of the agency volunteer recruitment strategy, based on agency goals and needs.
- Work closely with the Marketing & Communications Manager and Enrollment Manager to develop and execute strategic recruitment campaigns including planning, partnership development, development of messaging and materials, etc.
- Build individual and organizational relationships to generate volunteers, including participating in community networking and other events/forums.
- Recruit volunteers based on specific agency goals and needs through scheduling, planning, facilitation, and follow-up of presentations, meetings, participation at fairs/events, and other opportunities to build awareness.
- Collaborate with the Fund Development department as it relates to corporate partners and employee volunteer engagement.
- Participate in the Program Committee and help develop a Bigs Recruitment Committee.
- Conduct initial volunteer orientation phone calls with prospective volunteers.
- Track, monitor, and communicate metrics for volunteer recruitment.

Volunteer Enrollment & Matching:

- Oversee and conduct volunteer inquiries, applications, interviews, references, and background checks throughout the enrollment process. Assess volunteer "fit" to BBBS.
- Assess and apply factors contributing to a successful match. Effectively align volunteer interests and qualifications with volunteer opportunities.
- Make recommendations to Match Support Specialists for training and support needs.
- Collaborate with other service delivery staff to ensure smooth transition among functions, including proactively identifying and eliminating barriers in the enrollment process.
- Assist with other program activities as needed.

Program Expectations:

- Ensure high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Ensure accurate, consistent, and timely documentation is completed in the MatchForce database according to BBBS Standards and Agency policies & procedures.

- Maintain exceptional customer service for our partners, volunteers, parents, and children.
- Be an ambassador for BBBSDC by representing the agency in a professional manner, identifying and seizing opportunities to recruit volunteers, and furthering the mission of BBBS.

General:

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBSDC to increase collaboration and reduce inefficiencies.
- Abide by BBBSDC 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 Dane County.

Experience & Qualifications

- 3-5 years of experience in related field such as sales, fundraising, communication, marketing, or community development (bachelor's degree preferred but not required).
- Must have strong presentation skills.
- Must be able to work proficiently with agency database and relevant software.
- Experience working with diverse populations is preferred.

Physical Demands & Work Environment

- Required to travel approximately 40% of time. May include some travel to attend conferences and meetings, etc. Travel is generally within Dane County.
- Must be able and willing to work evenings and weekends as required by the agency.
- Must have reliable transportation, a valid driver's license, and automobile insurance.
- Must pass a criminal background check.