

ENROLLMENT & MATCHING SPECIALIST

Position Title: Enrollment & Matching Specialist

Position Location: Big Brothers Big Sisters of Dane County, 2059 Atwood Ave #2 • Madison, WI 53704

Reports to: Director of Philanthropy / Enrollment Manager

FLSA Status: Full-time, non-exempt status (40 hrs per week)

Position Summary

Essential to the BBBS brand, the Enrollment & Matching Specialist (EMS) is responsible for providing high-level customer service in the volunteer and parent/child enrollment and matching process while executing a high degree of independent judgment in accordance with the Big Brothers Big Sisters of America (BBBSA) national standards and practices.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: new matches, match quality, documentation quality, volunteer yield and processing time, youth yield and processing time, and customer satisfaction.

Position Responsibilities

1. Ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function. Assess and provide for individual training needs, information, and support needs for each match participant to assure a positive youth development experience for the child, and a successful and satisfying experience for the volunteer.
2. Conduct volunteer enrollments including individual orientations, interviews, and completion of enrollment processes. Assess volunteer "fit" to BBBS.
3. Conduct parent/child enrollments including interviews, child safety education, and completion of enrollment processes. Assess and refer families for alternative or additional services as needed.
4. Check references and conduct public domain, criminal, and child abuse background checks for volunteers. Establish the legal identity of the volunteer through original documentation.
5. Promote BBBS and present volunteer options to references.
6. Conduct volunteer and youth reassessments/updates as indicated.
7. Maintain accurate paperwork, conversation notes, and data entry into the agency web-based system, MatchForce for each participant, according to agency standards including completion of necessary surveys.
8. Identify and eliminate any barriers interfering with the completion of the enrollment process.
9. Provide timely and comprehensive reports and recommendations for participation in the program based upon the review of all enrollment information and assessments of each potential match participant.
10. Assess and apply factors contributing to a successful match. Effectively align volunteer interests and qualifications with the service options of the agency.
11. Determine and make matches based on Agency criteria and developed from best practices.
12. Make recommendations to Match Support Specialist for training and support needs.
13. Collaborate with other service delivery staff to ensure smooth transition among functions.
14. Attend weekly Enrollment Team meetings to review enrollment workflow

5.20.2016

15. Keep enrollment packets stocked with current forms and materials.
16. Assist with other program activities as needed.

Competencies

1. **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.
2. **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.
3. **Decisiveness & Judgment;** Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and act, even in non-routine situations; consider the 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 awareness of formal and informal decision-making channels to achieve desired results.
4. **Gets Results;** Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; does everything possible to meet goals and deadlines; persists in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
5. **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.
6. **Problem Solving & Analysis;** Able to gather appropriate data and diagnose a situation before acting; 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.
7. **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.
8. **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.

Job Qualifications

Minimum Bachelors degree in social services, human resources, or related field preferred. Spanish preferred. Must have car, valid driver's license, and meet state-required automobile insurance minimums. The schedule includes some evening hours.

Required Skills and Abilities

Proficiency in technical areas such as Microsoft OFFICE: including Word, Outlook, and Excel. Excellent oral and written communication skills reflecting solid customer service both in-person and telephone; high-level interviewing skills; form appropriate assessment-based relationships; relate well in multicultural environments; maintain confidentiality throughout daily operations; effectively collaborate with other volunteer match staff; use time effectively; focus on details, and collect meaningful data and draw solid conclusions.

Physical Demands

Ability to sit in meetings and work effectively using a personal computer for long periods of time.

Work Environment

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

Equal Employment Opportunity

BBBSA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, 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 and 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 and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.

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

5.20.2016
