



**MENTORING YOUTH.  
CHANGING FUTURES.**

**JOB TITLE:** Customer Relations Specialist

**DEPARTMENT:** Traditional Program: Enrollment and Recruitment

**REPORTS TO:** Manager of Enrollment and Intake

**FLSA STATUS:** Full-Time  
Hours range from 8:30am – 8:30pm, not to exceed 40 hours a week  
Non-Exempt, Hourly

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**Our Mission:** Our Mission is to help children reach their potential through professionally supported, one to one mentoring relationships that have measurable impact. Our Vision is successful mentoring relationships for all children who need and want them contributing to brighter futures, better schools, and stronger communities, changing the lives of children for the better, forever.

**Job Summary:** The Customer Relations Specialist is responsible for providing high level customer service in response to all customer and stakeholder inquiries and leads. This individual is a customer's first point of contact with BBBSOC and must have excellent phone and customer service skills. Additionally, this position is responsible for marketing BBBSOC programs through telemarketing and presentations for outreach of clients, as needed. This position will produce positive outcomes in the following areas: family yield, processing time, and customer satisfaction.

### **JOB RESPONSIBILITIES**

- Ensures that all families and volunteers receive an engaging, positive and personalized sales phone response.
  - Effectively move the family from the point of first contact to active enrollment.
  - Prescreen and pre-qualify all families, ensuring all forms, availability, and other qualifying factors have been addressed via phone within deadlines.
  - Obtain preliminary contact information and schedule enrollment interview within prescribed time frame.
- Conducts family and volunteer check-ins at their interview time, obtain all required paperwork and distribute paperwork to the appropriate Enrollment-Match Specialist.
- Handles all client inquiries and sends forms and program information to families.
- Conducts pre-screening with parent/guardian.
- Collaborates with other service delivery staff to ensure smooth transition among functions.

- Provides prompt and informative responses to all parental calls of inquiry regarding the enrollment status of their children.
- Responds to all calls requesting information, communicating basic information, flexibility and volunteer choices.
- Provides support for all reminder calls for trainings, orientations, and appointments for all potential volunteers and families.
- Responsible for all proper documentations to be in AIM in a timely manner and adherence to all policies.
- Will become certified in DOJ to conduct staff background checks as well as opening and closing procedures of DOJ.
- Translates all BBSOC Community Based documents in Spanish.
- Ensures all volunteer inquiry and application information is delivered to the VRS for accurate record keeping.
- Can be responsible for opening and closing, must always be on time.
- Other duties as assigned.

### **JOB QUALIFICATIONS**

- \*Bachelor's Degree preferred. Or AA degree, and/or at least 2 years of related customer service/office experience.
- \*Must be fluent in Spanish; both written and oral.
- \*Must be able to work 8:30am-8:30pm and up to 40 hours a week
- Highest level of customer service.
- Familiar with Windows XP software applications.
- Access to a reliable automobile, valid driver's license and automobile insurance.
- Excellent oral and written communication skills reflecting solid customer service both in-person and via the telephone, and high-level interviewing skills.
- Excellent organizational and time-management skills.
- Maintains confidentiality throughout daily operations.
- Excellent attention to detail.
- Ability to multi-task and work independently in fast paced environment with heavy workload while exercising good judgment, decision making and problem solving skills.

### **REQUIRED SKILLS AND ABILITIES**

#### **Customer Focus**

Dedicated to meeting the expectations and requirements of internal and external customers; obtains first-hand customer information and uses it for improvements in products and services; talks and acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect; ensures customers feel they have been listened to; establishes credibility quickly.

#### **Interpersonal Savvy**

Relates well to all kinds of people; builds appropriate rapport; practices active listening; builds constructive and effective relationships; deals effectively with diversity; uses diplomacy and tact; capable of diffusing difficult situations comfortably; manages frustration appropriately; is easy to approach and talk to; spends the extra effort to put others at ease.

**Organizational Ability**

Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and follows established process.

**Results/Outcome Oriented**

Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-lined oriented; pushes self for results; sets clear objectives and measures, monitors process and progress; brings forward innovative practices and suggestions for improvements.

**Promotes Vision and Mission**

Effectively promotes the agency mission and vision, internally, as well as with the broader community.

**WORK ENVIRONMENT**

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Routine office environment.
- Frequent independent travel.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization.*

Your employment with BBBSOC will be “at will,” meaning that either you or BBBSOC may end your employment at any time and for any reason, with or without cause.