



**MENTORING YOUTH.
CHANGING FUTURES.**

JOB TITLE: Destination Future Support Specialist

DEPARTMENT: Traditional Program

REPORTS TO: Director of Programs

FLSA STATUS: Exempt, Salary

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.

JOB SUMMARY: Essential to the BBBS brand, the purpose of this position is to support our matches as they prepare for and complete higher education. This position is responsible for working with the match support department and the volunteer engagement coordinator to enroll qualifying matches in our Destination Future program and then to support them throughout their patch to college/career. This position needs to collaborate with other internal departments, partner with external agencies and advocate for support from community partners and stakeholders.

This position requires some availability on nights and weekends.

JOB RESPONSIBILITIES:

Pre-18

- Manage formal on-boarding of new matches to Destination Future annually including the development of a commitment form
- Manage the Destination Future Website
- Work with Match Events Coordinator on Destination Future Events. Work with Match Support Specialists to drive attendance to DF events and to personally attend all DF events.
- Work with the Marketing Department on highlighting the achievements of DF matches/graduates through social media.
- Manage Graduation Ceremony
- Conduct parent courses promoting college and setting college expectations
- Manage partnerships with DF partners including Princeton Review, Taller San Jose, Vitalink etc.
- Form deep and meaningful relationships with all local Colleges, Universities and Junior Colleges with the goal of ensuring our youth are admitted to the best school possible and that they transfer to a 4-year school (if applicable) and complete their undergraduate degree.
- Manage and support the application, interviewing and necessary documents (FAFSA, DACA) for College admittance.
- Manage and assist Fund Development and CEO on high-profile external scholarships (Angels, Simon Foundation etc.)
- Conduct workshops on college admittance and financial aid. Work individually with each match to apply for college and aid.

Post-18

- Support and Track all matches throughout their college career to ensure completion of their degree.
- Work with academic partners to ensure our youth are supported.
- Manage and track agency scholarships
- Work with corporate partners to transition students into career and support them through the first years of work.
- Manage summer mixer for all DF matches

General

- Promote a positive work environment through pro-active, solution-oriented perspective and encourage others to follow suit
- Participate in agency activities, events and recruitment and fundraising activities as required
- Drives cohesion across departments, leads communication across teams and within the department
- Enhances the agency's outreach efforts to ensure the agency image, mission, values and advocacy for children and youth are properly communicated to outside constituencies.
- Develops "best practices" that can be integrated across teams and nationally.
- Other duties as assigned

JOB QUALIFICATIONS:

- Solution focused mindset
- Bachelor's Degree required, masters preferred
- Two years' experience in college admissions/counseling for a college readiness program strongly preferred
- High level of customer service
- Familiar with Windows XP software applications.
- Must have 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, via the telephone; and high-level interviewing skills.
- Maintain confidentiality throughout daily operations.
- Excellent time management and attention to detail.

Required Skills and Abilities

Customer Focus

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and service; talks and acts with customers in mind; establishes and maintains effective relationship 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.

Result Oriented:

Can be counted on to meet goals successfully; is constantly and consistently one of the top performers; steadfastly pushes self and others for results; sets clear objectives and measures process and progress.

Promotes Vision and Mission

Effectively promotes the agency mission and vision, internally, as well as with the broader community. Consistently demonstrates agency core values, is diverse, inclusive, and empowering.

Innovative Management:

Has the ability to bring forward creative ideas and suggestions; always looking for better/more efficient ways to improve process and systems; has a sense about managing the creative process of others; can facilitate and participate effective brainstorming; can project how potential ideas may play out in the marketplace; is good at bringing the creative ideas of others to market.

Perseverance:

Pursues everything with energy, drive and a need to finish; seldom gives up before a project is complete; especially in the face of resistance or setbacks.

Managing Vision and Purpose:

Creates and communicates a compelling and inspired vision or sense of core purpose; sees beyond today; sees possibilities; is optimistic; creates mileposts and symbols to rally behind the vision; makes the vision sharable by everyone; can inspire and motivate entire units or organizations.

Ability to Prioritize:

Spends his/her time and the time of others on what's important; identifies and acts on critical issues; can quickly sense what will help or hinder accomplishing a goal; eliminates or navigates around roadblocks, creates focus.

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. Moderate independent travel. Frequent travel to program sites.

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 is "at will," meaning that either you or BBBSOC may end your employment at any time and with or without cause.