



**MENTORING YOUTH.
CHANGING FUTURES.**

JOB TITLE: Match Support Specialist

DEPARTMENT: Program

REPORTS TO: Traditional Program Manager

FLSA STATUS: Full-Time, Hourly, Non-Exempt
Monday/Friday: 9am-6pm
Tuesday-Thursday 11:30am-8:30pm

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: The Match Support Specialist is responsible for providing match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers. This position will produce positive outcomes in the following areas: match closure rate, match retention rate, average match length, volunteer rematch rate, and customer satisfaction.

JOB RESPONSIBILITIES

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
- Meet or exceed minimum goal of 98% done and 75% done on-time on monthly match support contact report.
- Conducts match introductions to set the tone of a successful match with the highest level of customer service.
- Assess and provide for individual coaching needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow
- Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.

- Conduct all scheduled match surveys in a timely manner and achieve minimum goal of 80%.
- Effectively utilizes YOS and SOR surveys, to assess match impact on youth development.
- Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
- Consult with supervisor or other program lead staff as appropriate.
- Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics. Must have car, valid driver's license, and meet state required automobile insurance minimums.
- Effectively forms and sustains appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction
- Effectively assesses and executes the following relational support skills: guiding, supporting, confronting, advising and/or negotiating
- Effectively uses active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.
- Solid conflict resolution skills (internal and external conflicts)
- Prepared for different seasons or cycles (summer grads and year-end goals)
- Informs matches of upcoming events and signs them up.
- Attend at least three Match events a year in order to interact with matches in person, in addition to the mandatory match events (annual picnic, holiday party and Graduation)
- Attend/complete appropriate meetings and trainings as directed by supervisor
- Performs other duties as assigned by supervisor

JOB QUALIFICATIONS

- Bachelor's Degree required
- Must be fluent in Spanish; both written and oral.
- Experience with at-risk/high-risk youth is (volunteer and/or paid) preferred
- Proficiency in Microsoft Office; including Word, Outlook, and Excel.
- Access to a reliable automobile; valid driver's license; and automobile insurance
- Able to work independently exercising good judgment, decision making and problem solving skills
- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.
- Able to succeed in a fast-paced environment
- Able to work with confidential information
- Able to relate well in multicultural environments
- Able to effectively collaborate with peers
- Able to use time effectively and able to focus on details
- Able to maintain boundaries with clients.

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.

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.

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Supervisor Signature: _____

Date: _____

Employee Signature: _____

Date: _____