



**MENTORING YOUTH.
CHANGING FUTURES.**

JOB TITLE: Site-Based Enrollment and Recruitment Specialist

DEPARTMENT: Site Based

REPORTS TO: Site-Based Program Manager

FLSA STATUS: Full-time, Non-Exempt

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 ensure department wide match growth and quality through leadership of services and delivery. A high-level of customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the match process.

This position cultivates prospective new volunteers for the site-based program and works to bring back prior year volunteers. Additionally, this position is responsible for ensuring all program launch timelines are met, all volunteers are efficiently screened and matched to ensure the best possible outcome. This position is indirectly responsible for the overall satisfaction of our school and corporate partners and manages the recruitment of youth and adult volunteers and youth mentees. This position is also responsible for communicating the vision of BBBS in addition to the department goals, outcomes and processes to outside constituencies. The nature of this work requires some availability on nights and weekends. A successful incumbent will produce positive outcomes in volunteer yield, processing time and match satisfaction.

JOB RESPONSIBILITIES:

- Assess volunteer “fit” for BBBS

- Conduct volunteer recruitment, enrollment including orientations and interviews and completion of any other activity required for the enrollment process
- Communicate program organization and goals to potential volunteers as well as child safety measures
- Assist matching of volunteer to youth mentee
- Identify and eliminate barriers to enrollment process
- Review and follow up with references as necessary
- Review enrollment queue and conduct informational sessions as necessary to yield increased volunteer interest
- Identify new potential partners for volunteers
- High degree of collaboration with Program Specialists
- Facilitate match acceptance and initial meetings as necessary
- Cultivate long-term and sustaining relationships with volunteer rich organizations (ie: schools)
- Track and evaluate recruitment and outreach efforts. Provide weekly progress reports of enrollment activity
- Other duties as assigned

****** This position will primarily be responsible for locations in South Orange County, CA. Candidate must be willing to drive; mileage will be reimbursed outside of normal commute distance.**

JOB QUALIFICATIONS:

- Bachelor's Degree required
- Preferred Bilingual – Spanish and English
- 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.
- Excellent organizational and time-management skills
- Maintain confidentiality throughout daily operations.
- Excellent 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.

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