

**Job Description:** Customer Relations Specialist, Bilingual

**Department:**

**REPORTS TO:**

**FLSA STATUS:**

- Hourly, non-exempt
- Full Time

**JOB SUMMARY:**

This position is responsible for providing high-level customer service in both English and Spanish, in response to all child/parent, volunteer and stakeholder inquiries.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: child/parent and volunteer yield and processing time; and customer satisfaction.

**JOB RESPONSIBILITIES:**

1. Ensure that all calls receive an engaging, positive and personalized sales phone response promoting Big Brothers Big Sisters programs.
  - a. Effectively move the child and volunteer from the point of first contact to active enrollment.
  - b. Determine the best way to get child, family and volunteer investment in the enrollment process.
  - c. Identify and assess any barriers interfering with the initial enrollment process.
  - d. Follow process through to next point of contact.
  - e. Obtain preliminary contact information of the child, family and volunteer.
2. Obtain and track the completion of surveys.
3. Send forms or program information as needed to youth & families and/or school administrators.
4. Communicate basic information in Spanish to monolingual volunteer, youth, and family inquiries. Respond to questions, send appropriate paperwork, follow-up in designated timeframe.
5. Respond to all calls, within 24 business hours, requesting general information; communicate basic program information.
6. Persistently track and maintain recurring contact with potential youth, families and volunteers who have not yet begun the enrollment process.
7. Track and document Pre-Match Training confirmations into Salesforce. Confirm completion with volunteers.
8. Promote BBBS to children, families, and volunteers.
9. Enter all inquiries and pertinent volunteer application data into the Salesforce database, ensuring accuracy and timelines of information systems.
10. Submit volunteer background checks.
11. Complete metrics in a timely and accurate manner, and assist in analyzing the data.
12. Assist the Recruitment Team with recruitment events on a minimum of a quarterly basis.
13. Assist with the agency's administrative, marketing, and fundraising efforts as assigned.
14. Promote the agency's marketing and fundraising efforts as assigned.
15. Other duties as assigned.

**JOB QUALIFICATIONS**

- Strong data entry, typing and phone skills are required.
- Bilingual in Spanish is required.
- Proficient in relevant computer applications.
- Experience with Salesforce or other database management systems is beneficial.
- Flexible and able to adapt to changing priorities, including the ability to multi-task and juggle many competing priorities and deadlines.

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**REQUIRED SKILLS AND ABILITIES**

- Must have excellent verbal and written communication skills in English and Spanish.
- Excellent presentation, listening, interpersonal, and organizational skills reflecting solid customer service both in-person and by telephone.
- Must have flexibility in scheduling for appointments (some evenings and weekends may be required).
- Ability to relate well in multicultural environments.
- Effectively collaborate with enrollment and matching staff.
- Use time effectively and focus on details.
- Must be able to work independently without close management while contributing as a positive team member and possess a strong mission focus.
- Must be able to obtain transportation to get to designated meetings throughout the county.

**WORK ENVIRONMENT:**

- Routine office environment
- Some local travel required

**PHYSICAL DEMANDS:**

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

***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. Contents may be subject to change at any time to meet the needs of the organization.***

**SIGNATURES:** Signatures acknowledge that this form was discussed and reviewed.

\_\_\_\_\_  
Employee Name, Title

\_\_\_\_\_  
Date signed

\_\_\_\_\_  
Supervisor Name, Title

\_\_\_\_\_  
Date signed