

Job Description: Matching & Program Specialist, Bilingual

Department: Program

REPORTS TO: Senior Program Manager, Enrollment & Volunteer Initiatives

FLSA STATUS:

- Hourly, non-exempt
 Full Time

JOB SUMMARY:

Essential to the BBBS brand, the primary function of this position is to ensure that volunteers and children in our program are matched in strong relationships, according to BBBS National Standards, and that updates are conducted with volunteers and children in a timely manner. A high-level of customer service, focusing on volunteer satisfaction and child safety, is to be demonstrated throughout the enrollment process. This position will conduct Child Update Interviews, Pre-match calls, Match Introductions and other Enrollment tasks as directed. This position may be asked to perform duties within all Service Delivery Model (SDM) functions (CRS, E&MS, MSS).

PERFORMANCE MEASURES: The successful incumbent will produce positive outcomes in the following areas: help maintain overall child safety; collaborate to create strong Big and Little matches and facilitate monthly match introductions, conduct background checks and child abuse checks in a timely and thorough manner; develop and maintain positive working relationships, and achieve individual and team goals set on a monthly and annual basis.

JOB RESPONSIBILITIES:

1. Create Big and Little matches and facilitate monthly match introductions. Accommodate volunteer and family schedules.
2. Conduct volunteer and client reassessments/updates as indicated.
 - a. Based on assessment, recommend match support and training needs to Match Support Specialist/Coordinator.
3. Ensure that all calls receive an engaging, positive, and personalized phone response promoting BBBS programs.
4. Effectively move child and volunteer from the point of first contact to active enrollment.
 - a. Identify and assess any barriers interfering with the initial enrollment process.
 - b. Follow process through to next point of contact.
 - c. Obtain preliminary contact information of the child, family, and volunteer.
5. Verify completion of background check by volunteers in enrollment process.
6. Bring to the attention of Senior Program Manager any concerns surfacing during reference checks and/or background checks that may influence the volunteer enrollment process.
7. High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
8. Communicate basic information in Spanish to monolingual volunteer, youth, and family inquiries, respond to questions, send appropriate paperwork, follow-up in designated timeframe.
9. Assist with the agency's administrative, marketing, and fundraising efforts as directed.
10. Attend and assist with the production of National and/or local agency sponsored events as directed.
11. Answer agency phones as directed.
12. Other duties as directed.

JOB QUALIFICATIONS:

- Bachelor's degree is required in social services, human services, or a related field.
- Demonstrated fluency in English and Spanish.
- Excellent written and oral communication skills.
- Computer literate with an emphasis in Microsoft Office programs.
- Great attention to detail.
- Must be able to protect the confidentiality of our clients and volunteers.
- Professional or internship experience in a non-profit and/or social service setting working with volunteers and families preferred.

REQUIRED SKILLS AND ABILITIES

- Must be able to demonstrate excellent verbal, interpersonal, and written communication skills, reflecting solid customer service both in-person and on the telephone.
- Relate well in multicultural environments.
- Effectively collaborate with other staff.
- Use time effectively.



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- Ability to multi-task and handle a large volume of phone calls.
- Focus on details.
- Take and accept direction on given assignments.

WORK ENVIRONMENT:

Routine office environment Satellite Office/Location Minimal Local Travel Required

PHYSICAL DEMANDS:

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

Please note that interns are not eligible to apply for any permanent positions within the agency until after completion of six months, if available.

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 to meet the needs of the organization.

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

Employee Signature, Title

Date signed

Employee First name and last name (Please Print)

Supervisor Name, Title

Date signed