

Job Description: Customer Relations Specialist, Bilingual

Department: Program

REPORTS TO: Senior Program Manager of Enrollment & Volunteer Initiatives

FLSA STATUS:

- Hourly, non-exempt
- Full Time, In-Office Monday-Thursday 9 hours and Friday 4 hours remote

STARTING HOURLY WAGE: \$22.75

Be the First Connection to Something Big.

At Big Brothers Big Sisters of San Diego County, we are dedicated to igniting the power and promise of youth through mentorship. As a **Customer Relations Specialist**, you will be the friendly and knowledgeable first point of contact for families and volunteers, helping them take the important first step toward meaningful, life-changing mentoring connections.

PRIMARY RESPONSIBILITIES:

- Provide warm, professional, and bilingual (English/Spanish) support to families, volunteers, and community stakeholders, including sending appropriate materials and following up on inquiries.
- Serve as the first point of contact for youth, families, and volunteer inquiries, providing prompt and personalized service.
- Develop and maintain strategic partnerships with schools, school counselors, and community partners to generate a consistent pipeline of *Little Sister referrals*, and work closely with the Community Mentor Recruiter supporting recruitment efforts as needed.
- Maintain regular contact with prospective applicants to ensure high level of customer service and progression through the intake process.
- Guide applicants through the intake and enrollment process, ensuring all steps are completed smoothly and efficiently.
- Process and track applications, surveys, and Pre-Match Training confirmations using proprietary Salesforce CRM.
- Conduct volunteer background checks and Live Scan fingerprinting (Fingerprint Roller Certification provided).
- Send program information as needed to youth & families and/or schools and community partners.
- Support volunteer recruitment events and other agency initiatives.
- Promote the agency's marketing and fundraising efforts as assigned.
- Assist with Match Activities and Ticket Distribution as needed.
- Other duties as assigned.

PERFORMANCE OBJECTIVES:

- Timely and accurate processing of applications for youth, families, and volunteers.
- Build meaningful partnerships with schools, counselors, and community partners to create a steady stream of Little Sister referrals, supported by select in-person events for added impact.
- Efficient coordination of Live Scan fingerprinting and background check processes.
- High customer satisfaction through professional, bilingual service delivery.
- Accurate and timely data entry and reporting.

QUALIFICATIONS:

- Bilingual in English and Spanish (required).
- Demonstrated strength in customer service to foster positive experiences for all stakeholders
- Exceptional presentation and phone communication skills to clearly convey our mission.
- Proficient in data entry with a focus on maintaining accurate and organized records.
- Comfortable speaking in front of groups or at tabling events.
- Proficiency with Microsoft Office and comfort working with database systems (Salesforce experience is a plus).

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- Highly organized, detail-oriented, and able to multitask in a fast-paced environment.
- Must be flexible with occasional evening and weekend availability.

ADDITIONAL REQUIREMENTS:

- Excellent written and verbal communication in both English and Spanish.
- Ability to build rapport with people from diverse backgrounds.
- Reliable transportation to attend off-site meetings or fingerprinting appointments as needed.
- Ability to work independently and as part of a collaborative team.

WHAT WE OFFER

- **Rewarding, mission-driven work** that makes a real impact in your community
- **Medical, dental, and vision insurance**
- **Paid sick leave, vacation, and 12 paid holidays**
- **403(b) retirement plan with employer match**
- **Life and AD&D insurance** at no cost to you
- **Flexible spending accounts** for health and dependent care
- **Mileage reimbursement** for work-related travel
- **Business casual dress code** and a supportive, inclusive culture

WORK ENVIRONMENT:

- Routine office environment
- Some local travel required

PHYSICAL DEMANDS:

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

HOW TO APPLY (Resume & Cover Letter)

All interested applicants **must submit both** a **COVER LETTER** and **RESUME** to MarieleaN@SDBigs.org. No phone calls, please.

BBBS of SDC promotes a culture of inclusion and seeks talented staff from diverse backgrounds. BBBS of SDC does not discriminate based on race, color, sex, sexual orientation, religion, national or ethnic origin, age, disability, veteran status, or any other legally protected factor.'

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 changed at any time to meet the organization's needs.