

Big Brothers Big Sisters of Metro Milwaukee, Inc. Position Description

Position Title:	Customer Relations Specialist
Reports To:	Director of Recruitment & Enrollment
Department:	Program
FLSA Category:	Exempt
Date Approved:	December 2019

Position Summary

The Customer Relations Specialist (CRS) is often the first point of contact and is therefore responsible for providing high-level customer service in response to all inquiries. The CRS is responsible for positive outcomes in the following areas: customer satisfaction, volunteer yield, and volunteer processing time. The CRS is responsible for accurate data entry and initial screening of volunteer applications, which includes conducting criminal background checks and reference checks. This position must proactively problem solve and provide ongoing recommendations to the Director of Recruitment & Enrollment to improve processes and enhance customer service to meet annual agency goals.

Qualifications**Education**

- Minimum Bachelor's degree from an accredited College or University.

Experience

- Customer service experience required.

Competencies and Skills

- Self-motivated, energetic and results-driven.
- Creative, innovative, flexible, and embraces change.
- Highly organized.
- Persuasive and influential with an enthusiasm for working with customers.
- Excellent oral and written and communication skills reflecting solid customer service.
- Ability to communicate challenging messages with empathy and compassion with families in our program.
- Strong interpersonal and relationship-building skills with proven ability to work with diverse populations.
- Ability to apply good judgment and decision making skills.
- Ability to work in a fast-paced and sometimes changing environment.
- Ability to maintain confidentiality throughout daily operations and communications.
- Proficient in Microsoft Office including Word, Outlook, and Excel.
- Bilingual Spanish is desirable.

Responsibilities

- Ensures high level proficiency when applying child safety and risk management knowledge, policies and procedures throughout all aspects of the job function.
- Utilizes solid customer service skills with all customers (volunteers, families, and youth), service providers, community partners, and other BBBS agencies.
- Responds to inquiries requesting general information regarding BBBS programming and sends information as needed.
- Ensures that all volunteers receive an engaging, positive, and personalized response promoting BBBS programs that clearly conveys program process, program expectations, and program emphasis on match length, match strength, youth outcomes, and child safety.
 - Effectively moves the volunteer from the point of first contact to active enrollment.
 - Determines the best way to get volunteer investment in the enrollment process.
 - Identifies and eliminates any barriers interfering with the initial enrollment process.
 - Sends relevant program information and enrollment application, ensures all necessary application materials are submitted, completes background screen and references, and schedules enrollment interview within prescribed time frame.
 - Maintains updated list of relevant community resources and provides referral information

as needed.

- Ensures that all adults referring a child receive an engaging, positive, and personalized response that conveys eligibility criteria, program process, program expectations, and program emphasis on match length, match strength, youth outcomes, and child safety.
 - Obtains preliminary contact information, sends relevant program information and enrollment application, ensures all necessary application materials are returned.
 - Maintains updated list of relevant youth and family resources and provides referral information, as needed.
- Maintains regular timely communication with participants in inquiry and enrollment stage.
 - Responds to volunteer and parent calls inquiring about status.
 - Conducts regular scheduled communication with families on the waitlist to ensure agency records are accurate and up-to-date.
- Persistently tracks and maintains recurring contact with potential volunteers and families who do not decide to immediately begin the enrollment process.
- Enters all inquiries and pertinent data into the online management system Matchforce, a version of Salesforce, ensuring accuracy and timeliness. Pursues continual improvement and innovative strategies to maximize efficiencies of the Matchforce system.
- Collaborates with program staff to ensure a seamless experience for volunteers in the enrollment process.
 - Works collaboratively with Community-based, mentor2.0, and School-based teams
 - Schedules volunteer interviews for program staff and works closely with the teams to ensure accurate availability for interviews.
 - Proactively communicates challenges and solutions with Director of Recruitment & Enrollment to enhance customer service, decrease processing time, and meet annual goals.
- Conducts and reviews all background checks for volunteers including criminal history, social media, and reference checks at time of enrollment. Makes independent decisions to move volunteers through the enrollment process; immediately brings to the attention of the Director of Recruitment & Enrollment any concerns that may influence the enrollment process.
- Assists with volunteer anniversary background checks as needed.
- Promotes BBBS and presents volunteer opportunities to references.
- Assists with recruitment efforts for Community-based, mentor2.0, School-based, and other program activities as needed.
- Provides agency phone coverage as needed.
- Must be able to work a flexible schedule with occasional nights and weekends.

Other tasks may be assigned, based on business needs and the department supervisor's request or the CEO.

Agency Requirements

[See Agency Requirements Addendum](#)