

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

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| Position Title: | Customer Relations Specialist |
| Reports To: | Senior Director of Program Services |
| Department: | Program |
| FLSA Category: | Exempt |
| Date Approved: | June 2022 |

Position Summary

The Customer Relations Specialist (CRS) is the first point of contact for individuals looking for more information about Big Brothers Big Sisters. The CRS provides a high-level of customer service in response to adults interested in volunteering and parents/guardians interested in enrolling a child in the program. The CRS completes initial screening of volunteer applications, which includes continuous communication with potential volunteers, conducting criminal background checks, completing reference checks, and scheduling interviews. The CRS also processes youth applications and connects with families as needed. The CRS is responsible for positive outcomes in the following areas: customer satisfaction, volunteer yield, and volunteer processing time. This position must proactively problem solve and provide ongoing recommendations to the Senior Director of Program Services to improve processes and enhance customer service to meet annual agency goals.

Qualifications**Education**

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

Experience

- Customer service experience highly recommended.

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

- Applies child safety and risk management knowledge, policies, and procedures throughout all aspects of the job function.
- Utilizes strong customer service skills with adult volunteers, families, youth, service providers, community partners, and other BBBS agencies.
- Responds to inquiries requesting general information about BBBS programming and sends information as needed.

- Ensures all adult volunteers receive program information and volunteer opportunities that clearly conveys the enrollment process, volunteer expectations, youth outcomes, and child safety.
 - Effectively moves the volunteer from the point of first contact to active enrollment with a completed application.
 - Determines the best way to maintain volunteer investment throughout the enrollment process and identifies and eliminates any barriers interfering with the enrollment process.
 - Ensures all necessary application materials are submitted by adult volunteers.
 - Conducts and reviews all background checks for adult volunteers including criminal history, fingerprints, social media, reference checks, and schedules volunteer interviews for program staff within a prescribed timeframe.
 - Assists with decisions to move adult volunteers through the enrollment process and immediately brings any concerns to the Senior Director of Program Services.
- Ensures all parents/guardians interested in enrolling a child receive program information that conveys eligibility criteria, the enrollment process, expectations, youth outcomes, and child safety.
 - Maintains updated list of relevant youth and family resources and provides referral information, as needed.
- Persistently tracks and maintains recurring communication with potential volunteers and families who do not decide to immediately begin the enrollment process and throughout the enrollment process.
 - 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 current.
- Enters all inquiries and pertinent data into the online management system Matchforce, a version of Salesforce, ensuring accuracy and timeliness. Utilizes innovative strategies to maximize efficiencies of the Matchforce system.
- Maintains regular and timely communication with participants who are in the enrollment process.
 - Responds to volunteer and parent calls inquiring about status.
 - Conducts regularly scheduled communication with families on the waitlist to ensure agency records are accurate and current.
- Collaborates with program staff on three teams; Community-Based, mentor2.0 and School-based, to ensure a seamless experience for volunteers throughout the enrollment process.
- Proactively communicates challenges and solutions with the Senior Director of Program Services to enhance customer service, decrease processing time, and meet annual goals.
- Assists with volunteer anniversary background checks as needed.
- Promotes BBBS and presents volunteer opportunities to references.
- Assists with program events and 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

Physical Demands

The physical demands at BBBS are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Performing the essential responsibilities of this job, the employee is regularly required to sit, operate computers and other office equipment, complete filing tasks and use written and oral communication skills. The employee may be required to transport or move up to 20 pounds. BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability. BBBS operates under an Affirmative Action Policy.

Travel

The employee must have a valid driver's license and the ability to travel within the community we serve throughout the workday with full time access to an automobile and automobile insurance in the amount required by the state of Wisconsin.

Work Expectations

Employee must be able to view differences between individuals (race, gender, age, cultural heritage, physical ability, education and lifestyle) as an asset and demonstrate an appreciation of the diversity within Big Brothers Big Sisters and the youth served by the agency.

Maintain professional development, as time and budget permits, through staff development courses, professional organizations, seminars, and reading of professional literature. Utilize BBBSA network to access and research best practices.

Each year the agency holds events that typically fall after normal office hours. These events may be mandatory for all staff. For scheduling purposes, you will be notified of the dates as early as possible. These events may include but are not limited to the following:

- Bowl for Kid's Sake; January – May
- BIG Gala; early November
- Golf Classic; early August

As an employee of the Big Brothers Big Sisters Team, you may be required to attend other agency related activities, meetings and events as deemed necessary.

The above statements reflect the essential responsibilities and competencies considered necessary to achieve BBBS's Agency goals. Other tasks may be assigned, based on agency needs at the request of the department's supervisor or the CEO.