

**BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY
VOLUNTEER RECRUITMENT & ENGAGEMENT COORDINATOR
JOB DESCRIPTION**



GENERAL JOB INFORMATION	
Title:	Volunteer Recruitment & Engagement Coordinator
Reports To (Title):	Program Director
Job Type:	Program
Department:	Program
FLSA Classification:	Exempt
Compensation Range:	\$37,000-\$45,000 dependent on experience
Date Last Reviewed:	September 20, 2022

CANDIDATE SUMMARY
<p>Big Brothers Big Sisters of the Lowcountry’s (BBBSL) Volunteer Recruitment & Engagement Coordinator (VRE) will be a driven, dynamic, self-directed, and energetic leader enthusiastic about assisting our region’s youth to achieve their full promise and potential through one-to-one mentoring. They will be responsible for recruiting qualified, dedicated volunteer mentors, focused exclusively on African American mentors and men. Further, the VRE will be responsible for volunteer engagement among all mentors with a goal to deepen their dedication to mentoring, to strengthen their relationships with their “Littles,” and to strengthen their affinity with our organization.</p> <p>Working closely with the Program Director and other key stakeholders, the VRE will be eager to join a fast-paced, data-driven, growth-oriented social change organization. With the support of the entire BBBSL team, the VRE is accountable for actively and transparently coordinating all activities associated with community-focused outreach to recruit men and mentors of color frequently working evenings and weekends.</p> <p>The VRE will be an ambitious goal-oriented employee who exhibits confidence, an inclusive mindset, intellectual curiosity, and cultural humility; welcomes change; embraces technology, social media, and innovative communications strategies; motivates and inspires others to action; and exhibits customer-centric relationship management with volunteers, children, and families. They will exhibit a bias toward action, ability to generate short and long-range plans, creative problem solving, confidence, a collaborative spirit, and an inspired approach that will influence and motivate stakeholders to take action.</p> <p>The VRE will also exemplify BBBSL’s core values of being youth-centric; fiercely positive and playful with a purpose; being a good steward and innovator for growth; sharing a commitment to leveling the playing field (equity); being unfailingly collaborative; demonstrating dedication to courage, compassion, and connection; and being results-driven. They will also exemplify our organizational commitment to justice, equity, diversity and inclusion.</p>
ESSENTIAL FUNCTIONS

Essential Function 1: Mentor Recruitment

- Leads BBBSL's recruitment efforts creating a strong pipeline of qualified African American (both male and female) and male mentor prospects
- Ensures BBBSL meets its annual recruitment goals by gender, race/ethnicity, geography, profession, program, etc.
- Builds targeted recruitment plan(s) to achieve annual organizational goals with the assistance of the Program Director and CEO
- Works with CEO to develop and deliver compelling, action-inspiring, audience-specific, and brand-compliant recruitment materials and presentations
- Maintains a monthly/quarterly recruitment and community engagement calendar
- Represents BBBSL widely— at churches, civic organizations, Greek organizations, alumni groups, businesses, clubs, etc.—that provide strong recruitment opportunities (*frequent evening and weekend work expected*)
- Delivers compelling recruitment/mission presentations when possible
- Assists CEO with corporate recruitment efforts as requested/needed
- Leads a volunteer recruitment council (The BIG League), works with CEO to recruit committee mentors, coordinates committee meetings, organizes quarterly recruitment gatherings, and manages ongoing committee member performance

Essential Function 2: Lead Management

- Generates high-quality, strongly vested volunteer mentor leads
- Creates accurate and comprehensive contact records for all leads for accurate entry into MatchForce (Salesforce CRM)
- Works with Volunteer Enrollment Match Coordinator to ensure a 25% conversion rate with the goal to improve to 50% over time
- Regularly manages and reviews custom MatchForce dashboard to support recruitment analytics

Essential Function 3: Mentor Orientation, Onboarding and Training

- Co-facilitates virtual and in-person mentor orientation sessions with the support of the Volunteer Enrollment Match Coordinator
- Develops and distributes new match welcome packets including Match ID cards
- Collaborates with the program team to develop innovative ways to encourage timely completions of required program activities (e.g. training, etc.)

Essential Function 4: Mentor Engagement

- Coordinates monthly agency sponsored/supported FREE match activities (manages RSVPs, emails about events, waivers, etc.?)
- Conducts research and outreach throughout the tri-county to source and secure a list of free/reduced cost activities and discounts for all matches for inclusion in new match welcome packets
- Creates a monthly e-newsletter (BIG News) to keep mentors informed regarding upcoming events, discounts, organizational changes, etc.
- Administers annual volunteer satisfaction surveys use in strategic organizational decision making
- Coordinates volunteer appreciation activities

Essential Function 5: Media Support

- Collaborates with the Match Support Match Coordinator to identify matches to highlight for promotional purposes
- Works closely with the Development Coordinator to actively engage and highlight volunteers/matches on social media
- Work with Development Coordinator to capture match activity content

QUALIFICATIONS

Education

- Bachelor’s degree preferred
- Exceptions will be made for candidates that
 - May be within six (6) months of graduation with a bachelor’s degree
 - Have an associate degree and two (2) years of relevant experience
 - Have a high school diploma/equivalent and four (4) years of relevant experience

Experience

- Strong proficiency with MS Office Suite (Outlook, Word, Excel, PowerPoint, Publisher, Teams) and Zoom required
- Minimum of one-year post-degree work experience preferred
- Past work experience in a youth development/service field preferred
- Past customer service, sales, outreach, and/or recruiting experience preferred
- Lived experience consonant with our service population preferred
- Public speaking experience preferred
- Experience with constituent relationship management software systems (CRM) preferred

Skills

- Preference for working in a fast-paced, transparent, accountable performance management culture
- Excellent organizational skills and ability to manage multiple assignment while meeting deadlines
- Ability to manage work in a self-directed fashion
- Demonstrated people skills, cultural humility, and ability to collaborate with diverse stakeholders

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- Excellent oral and written communication skills
- Excellent public speaking skills
- Donor/customer-centric mindset
- Experience working with and openness to learning and embracing new technology
- Ability to anticipate and quickly recognize and address hurdles/obstacles and to broker collaborative problem-solving and issue resolution
- Willingness to embrace change and innovation
- Understanding and value for creating and managing to key performance indicators Project management mindset
- Willingness to travel throughout Berkeley, Charleston, and Dorchester Counties

PHYSICAL DEMANDS OF JOB

- This job requires exerting up to twenty (20) pounds of force frequently, and/or a negligible amount of force constantly to move objects
- Worker must frequently use typical office equipment (telephone, copier, printer, fax, etc.)
- Worker must have a cell phone with an unlimited data plan for use in the role (will be reimbursed partially with a monthly stipend)
- Worker sits much of the time
- Worker communicates with constituents and/or partners by phone and in-person
- Must be able to navigate locations that are not ADA compliant. Routinely required to travel by car
- Worker must have their own car for use in the role (mileage will be reimbursed at set per mile rate)
- Will work in an office with a trained, hypoallergenic dog

WORK ENVIRONMENT

- This is a hybrid role requiring a blend of on-site, off-site, and virtual work
- Primarily works in a climate-controlled office-based setting
- Must be willing to work with frequency hours outside normal office hours (weekends and evenings) to ensure BBBSL presence in the community, complete recruitment activities, etc.

Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive. Supervisors may assign additional functions and requirements as deemed appropriate. Duties, responsibilities, and activities may change at any time with or without notice. Employment with BBBSL is at-will. BBBSL is an equal opportunity employer and does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status, or genetics.