

**BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY
INTAKE AND ENROLLMENT SPECIALIST
JOB DESCRIPTION**



GENERAL JOB INFORMATION

Title:	Intake and Enrollment Specialist
Reports To (Title):	Program Director
Job Type:	Program
Department:	Program
FLSA Classification:	FT exempt with benefits
Compensation Range:	\$36,000-\$40,000 dependent on experience
Date Last Reviewed:	November 30, 2022

CANDIDATE SUMMARY

Big Brothers Big Sisters of the Lowcountry's (BBBSL) Intake & Enrollment Specialist (IES) 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.

Working closely with the Program Director and other key stakeholders, the IES will be eager to join a fast-paced, data-driven, growth-oriented social change organization. With the support of the entire BBBSL team, the IES is accountable for actively and transparently coordinating and delivering all inquiry, intake, orientation, and enrollment activities for youth/families and volunteers. They will manage interactions with families and volunteers that refer themselves or receive outside referrals/recruitment to the program. Shepherding families and mentors through enrollment, the IES will do so with an active, welcoming, informative, helpful, creative, and "let's get to the next step" mentality. The IES will actively coordinate participant pipelines to help the organization meet its annual goals to ensure attainment of specific demographic and geographic service targets.

The IES will be an ambitious goal-oriented employee who exhibits confidence, an inclusive mindset, intellectual curiosity, and cultural humility; welcomes change; embraces technology 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 sense of urgency, detail orientation, creative problem solving, tenacity, confidence, a collaborative spirit, and an inspired approach that will influence and motivate stakeholders to take action.

The IES 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.

ESSENTIAL FUNCTIONS

Essential Function 1: Waitlist Engagement

- Actively monitors inbound inquiries (family/youth and mentors) on the MatchForce Customer Experience dashboard and responds to inquiries in a timely manner
- Ensures a customer centered approach from inquiry through enrollment
- Conducts regular outreach to those on the waitlist to activate their participation through phone, text, and/or email
- Sends reminders to applicants moving through the enrollment process to ensure timely completion of requirements
- Serves as a resource to applicants when technical assistance is required
- Maintains quarterly contact with those on the waitlist who have completed all requirements by phone or email to provide enrollment status updates
- Identifies participants within the applicant pool to meet annual organizational goals and ensure attainment of demographic and geographic targets
- Ensures accurate documentation is completed in MatchForce according to BBBS Standards and agency policies and procedures
- Sends application closure notifications to unresponsive or ineligible applicants
- Regularly manages, reviews, and disseminates waitlist reports to relevant staff to aid in organizational understanding of recruitment and enrollment progress

Essential Function 2: Lead Management

- Actively conducts outreach to hand-recruited volunteers on the Leads Tracker and provides outreach in a timely manner
- Ensures a customer centered approach from inquiry through enrollment
- Conducts regular outreach to those on the Leads Tracker to activate their participation through phone, text, and/or email
- Once an application is received, converts applicant from the Leads Tracker to MatchForce and notes in Leads Tracker accurately and comprehensively
- Maintains continuous communication with recruitment staff and helps to inform recruitment targets proactively

Essential Function 3: Participant Orientation, Onboarding and Training

- Provides accurate descriptions of programs and services to potential participants
- Ensures participant understanding of and buy-in into agency policies and program expectations
- Co-facilitates virtual and in-person participant orientation sessions with the support of the Program Team
- Ensures applications and background checks are completed for all potential volunteers
- Assigns and ensures completion of participant pre-match training

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- Contacts participant references and reviews/follows-up on references as necessary to gain additional data to complete the assessment process
- Schedules participants for interviews with the Program Team
- Maintains accurate and timely records for each enrollment according to BBBS Standards and agency policies and procedures
- Effectively communicates to the Program Team the training and support needs of incoming matches

Essential Function 4: Communication

- Maintains a high degree of collaboration with the Program Team and recruitment staff to ensure smooth transitions among functions
- Communicates with all departments the status of participant leads
- Participates in team and program events throughout the year including team meetings, program activities, program and full staff meetings

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
- Past administrative and/or project management experience strongly preferred
- Customer service, sales, outreach, and/or recruiting experience strongly preferred
- Past work experience in a youth development/service field preferred, but not necessary
- Lived experience consonant with our service population preferred
- Public speaking experience preferred
- Experience with constituent relationship management software systems (CRM) preferred (e.g. Salesforce)

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 anticipate and quickly recognize and address hurdles/obstacles and to broker collaborative problem-solving and issue resolution
- 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
- Strong public speaking skills
- Customer-centric mindset
- Goal orientation
- Experience working with and openness to learning and embracing new technology
- Willingness to embrace change and innovation
- Project management mindset

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.