

**BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY
MATCHING COORDINATOR JOB DESCRIPTION**



GENERAL JOB INFORMATION	
Title:	Matching Coordinator
Reports To (Title):	Program Director
Job Type:	Program
Department:	Program
FLSA Classification:	Exempt
Date Last Reviewed:	January 30, 2023
Application Method:	Send resume and cover letter to hr@bbbslowcountry.org
Compensation Range:	\$37,000-\$42,000 dependent on experience + performance bonuses

JOB SUMMARY
<p>Big Brothers Big Sisters of the Lowcountry’s Matching Coordinator 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.</p> <p>Our next Matching Coordinator will be eager to join a fast-paced social change organization dedicated to changing the trajectory for an increasing number of our region’s most vulnerable and HIGH POTENTIAL/PROMISE children. He/she welcomes change; embraces technology, social media, and innovative communications strategies; and motivates and inspires customer-centric relationship management with volunteers, children, and families. Advancing Big Brothers Big Sisters of the Lowcountry’s (BBBSL) mission, the Matching Coordinator will work closely with the Program Director to assure the creation and retention of strong, enduring one-to-one mentoring relationships.</p> <p>The Matching Coordinator 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 sense of urgency, detail orientation, 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 Matching Coordinator 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: Client Enrollment

- Working with parents/guardians, conducts all child and family screenings and assessments with a supportive customer-service approach through personal interviews and completion of written assessments
- Conducts all volunteer enrollment functions including orientations, interviews, and completion of enrollment processes to determine fit/compatibility and child safety
- Recommends acceptance/rejection of children and volunteers based on SOP and BBBSL guidelines
- Ensures BBBSL meets its annual match making goals by gender, race/ethnicity, geography, program, etc.
- Builds targeted match making plan(s) to achieve monthly match making goals to ensure that annual organizational goals are met with the assistance of the program team and the Program Director
- Maintains a weekly/monthly orientation and interviewing calendar
- Delivers compelling recruitment/mission presentations when possible
- Assists new matches in creating a Youth Development Outcome Plan (YODP) and monitors match progress

Essential Function 2: Match Support & Relationship Management

- Complete match support with regular and ongoing relationship management through in-person, telephone, and other electronic communication methods
- Build and maintain relationships to ensure Little safety, match development, improvement in youth outcomes, and match satisfaction through innovative and creative communication channels to potentially include video conferencing, etc.
- Work with Littles, volunteers, and parents/guardians to address goals, needs, and conflicts that may arise in the match relationship
- Prepare new match highlights and monthly active match success stories

Essential Function 3: Training & Stakeholder Development

- Assess individual training, information, and support needs for each match participant to ensure a positive experience for all parties under the supervision of the Program Director
 - Recommends relationship management and/or training interventions to strengthen match relationships based on survey responses and direct participant feedback
- Promote a commitment to diversity, inclusion, and cultural competency training for all relationships

Essential Function 4: Compliance & Continuous Quality Improvement

- Works with Program Director to ensure programmatic excellence and maximum program impact is achieved through attainment of short- and long-term goals and performance indicators (e.g. children served, retention, demographic diversity, etc.)

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- Responds flexibly to changes in workflow and relationship management portfolios to accommodate achievement of short- and long-term goals
- Accurately enters data into the data systems to support relationship management, compliance, and strategic decision making
- Proactively and transparently communicates with Program Director regarding program outcomes to inform short- and long-term decision making
- Ensures compliance with all BBBSA standards of practice (including program delivery, outcomes assessments, risk management and quality control policies), BBBSL board-approved policies and procedures, grant/gift requirements, and formal partnership agreements

Essential Function 5: Ambassador

- When required, represents BBBSL passionately and professionally among diverse audiences and at key external events
- Positively influences a range of external stakeholders to recruit volunteer mentors, leadership
- Engages and communicates through social media platforms, video conferencing, and other technology as required

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 and Competencies

- 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

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- Demonstrated people skills, cultural humility, and ability to collaborate with diverse stakeholders
- 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. Additional functions and requirements may be assigned by supervisors 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.