

## **BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY**

### **JOB AD: Customer Relations Coordinator**

Big Brothers Big Sister of the Lowcountry (BBBSL) was founded in 2019. Operating as an independent 501(c)(3) with its own local Board of Directors, BBBSL serves Berkeley, Charleston, and Dorchester Counties in South Carolina.

BBBSL believes that inherent in every child is incredible potential. We create and support meaningful matches between adult volunteers (“Bigs”) and children (“Littles”), ages seven (7) through high school graduation throughout our Tri-county region. We develop positive relationships that have a direct and lasting effect on the lives of young people as they strive to do well in school, adopt healthy and avoid risky behavior, build healthy relationships with peers and family, and claim bright futures for themselves.

#### **MISSION**

We create and support one-to-one mentoring relationships that ignite the power and promise of youth.

#### **VISION**

We believe all youth can achieve their full potential.

#### **WHY SHOULD YOU JOIN OUR TEAM?**

As the BBBSL Customer Relations Coordinator you will serve as the first stop on a mentor or family’s enrollment journey. This role will be rewarding as you will help prospective mentors decide whether serving as a Big is right for them, and you will help families determine whether we are the right fit for their child’s team. Your work helps to ensure that children have positive role models and supportive relationships that can significantly impact their lives. This role also offers the chance to develop and hone leads management, communication, customer service, and database management skills. It’s an excellent opportunity for professional growth in the social services field.

#### **ARE YOU READY TO TAKE ON THIS EXCITING CHALLENGE? IF THIS DESCRIPTION DESCRIBES YOUR INTEREST AND SKILLS, WE ARE LOOKING FOR YOU!**

Big Brothers Big Sisters of the Lowcountry’s (BBBSL) Customer Relations Coordinator (CRC) 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 CRC will be eager to join a fast-paced, data-driven, growth-oriented social change organization. With the support of the entire BBBSL team, the CRC is accountable for actively and transparently coordinating and delivering all inquiry, orientation, and pre-enrollment participant management activities for

youth/families and volunteers. They will field all initial inquiries from families and volunteers that refer themselves or receive outside referrals/recruitment to the program. Shepherding families and mentors through pre-enrollment, the CRC will do so with an active, welcoming, informative, helpful, creative, and “let’s get to the next step” mentality. The CRC will actively coordinate participant pipelines to help the organization meet its annual goals to ensure attainment of specific demographic and geographic service targets.

The CRC 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 CRC 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.

#### **ANOTHER REASON WE ARE A GREAT PLACE TO WORK**

- \$36,000-\$42,000 dependent on experience
- 70% of employee only PPO coverage to include health, dental, and vision
- Up to 3% company match in Simple IRA program
- Generous vacation, sick, and holiday leave package dependent on experience with credit provided for prior service in human service organizations
- Partial phone reimbursement
- Work-related mileage reimbursement

#### **HERE ARE OUR MUST-HAVES**

- Responds to all volunteer and family inquiries in a timely manner and coordinates next steps for all inbound inquiries (family/youth and mentors)
- Ensures a customer centered approach from inquiry to enrollment
- Conducts regular outreach to those on the waitlist to activate their participation and next step fulfillment through phone, text, and/or email
- Sends reminders to applicants moving through the pre-enrollment process to ensure interview fulfillment and timely completion of enrollment requirements
- Logs all communication within MatchForce and keeps track of every lead and their status
- Completes orientation phone calls offering accurate descriptions of programs and services to all potential participants

- Ensures participant understanding of and buy-in into agency policies and program expectations
- When appropriate co-facilitates virtual and in-person participant orientation sessions with the support of the Program Team
- Schedules mentor and family interviews with/for the enrollment staff
- Ensures a clean and accurate waitlist by closing all unresponsive inquiries/applications in accordance to standards of practice
- Helps to inform upcoming recruitment targets
- Maintains a high degree of collaboration and communication with the Program Team and recruitment staff to ensure smooth transitions among functions
- Participates in team and program events throughout the year including team meetings, match activities, recruitment events, program and full staff meetings

## **EDUCATION**

- Bachelor's degree preferred
- With approval from Big Brothers Big Sisters of America, exceptions will be made for candidates that
  - Are within 6 months of graduation
  - Have an associated degree and four (4) years of relevant experience
  - Have a high school diploma/equivalent and six (6) years of relevant experience

## **EXPERIENCE**

- Preference for working in a fast-paced, transparent, accountable performance management culture
- Excellent attention to detail and organizational skills
- Strong ability to manage multiple tasks while meeting deadlines
- Strong database management skills (Salesforce a bonus)
- Strong oral and written communication skills
- Customer-centric mindset
- 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
- Goal orientation
- Experience working with and openness to learning and embracing new technology
- Willingness to embrace change and innovation
- Project management mindset



**If you read this job ad and you feel energized by the mission, vision and responsibilities of this very critical and exciting role. We can't wait to hear from you! Please email your resume to [ssoutherland@innovatehcs.com](mailto:ssoutherland@innovatehcs.com) or use the link to apply.**

**We look forward to connecting with you very soon!**