



Big Brothers Big Sisters of Eastern Missouri is a growing organization and always focused on taking the best care of its many constituents. It is the 6th largest affiliate in the nation and for over 6 years been the leader in quality service. It focuses its services on youth ages 5-25. Our Mission: *We build trusting and enduring relationships that encourage and support young people*

Position: Interviewer of Volunteers (Enrollment Specialist)

POSITION PURPOSE: Responsible for contributing to Agency goals of matching volunteers with kids/families each year. This goal will be achieved by conducting thoughtful interviews and thoroughly written assessments. Requires a high degree of customer service, process management and goal orientation.

Core Job Responsibilities

- Conduct in-depth, policy driven interviews, as well as complete program orientation with potential volunteers.
- Assess and apply factors contributing to successful and enduring mentoring relationships.
- Demonstrate a high level of proficiency and skill in assessing eligibility and appropriateness for the program.
- Ensure all parts of the Enrollment process are completed including background checks, references, collateral information collected, written assessment, and all other necessary paperwork.
- Process files and all documentation in a timely manner, consistent with Program Policies.
- Maintain accurate and timely data in electronic and physical files.

EDUCATION & RELATED WORK EXPERIENCE

EDUCATION AND EXPERIENCE

- *Bachelor's degree or a minimum of 5 years of experience in the case management field required*
- Experience working with adult populations; specific assessment, intake or interview experience preferred.
- Experience working with a diverse population.
- Flexible work hours to meet customer needs including nights and weekends.
- Must have car, valid driver's license, and meet state required automobile insurance minimums

QUALIFICATIONS

- Strong planning and organization skills
- Excellent communication skills, including writing and proof-reading skills
- Ability to manage multiple projects and work with a variety of staff, volunteers, and families
- Excellent interpersonal skills both in person and by phone

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

- Technology/computer skills needed. Proficient in the following platforms: MS Office Suite (specifically Word, Excel, Outlook, & Teams) & Zoom.
- Flexible work hours to meet the needs of youth, families, and volunteers, including nights and weekends.
- Home & school visits are a required part of the job.
- Must have car, valid driver's license, and meet state required automobile insurance minimums

Typical Profile of a Big Brothers Big Sisters Team Member:

- Someone who knows how to make things happen.
- A thinker who can participate in a team environment to create and execute on new projects and goals.
- A self--starter who isn't afraid to work hard.
- Someone who understands what it means to "take ownership" and run with it.
- A planner who can map out the steps to success and follow through.
- Someone who is adaptable and quick on their feet.
- Someone who is curious – always on the lookout for the next opportunity, to create and/or improve.

COMPENSATION AND BENEFITS

- Salary will be based upon professional and academic experience (**salary range - \$36,000-\$39,000**)
- 401(k) – 3% match per year following first year of employment.
- .54 cents reimbursement on business miles and 100% of out of office parking for business meetings, etc.
- Immediate and 100% coverage on health and dental insurance.
- Life insurance, short term and long-term disability insurance following the first ninety days of employment.
- 50% contribution toward daily parking in covered garage (employee covers approximately \$26.00 per month).
- 10 days of paid vacation after one year of service.
- Accrue 1 day per month of sick leave (can also be used for family illnesses) – can carry up to 30 days of sick leave.
- 2 personal days per year following the first ninety days of employment.
- Annual raises based on performance, culture, and agency's ability.
- 10 paid holidays.

TO APPLY

Send your cover letter and resume to hr@bbbsemo.org. No in-person or phone applications will be accepted. Please do not call or inquire in person.

Equal Employment Opportunity

BBBSEMO 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.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

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