



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 6<sup>th</sup> 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: *To partner with young people in their pursuit of a meaningful, stable, and independent life.*

## Position: Manager, Youth and Family Enrollment

**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.

### Outcomes/Goals

- Conduct in-depth interviews with children and parents/caregivers that occur in-home and virtually.
- Assess, coach 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 obtain 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; Associate's Degree with a minimum of 4 years of experience in a similar field; or a minimum of 8 years of experience in a similar field required*
- Experience working with Parents/Caregivers and Youth
- Experience interviewing, writing assessments and conducting home visits preferred
- Experience working with a diverse population

#### 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, & Teams); Outlook, & 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 - \$38,000-\$40,000**)
- 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](mailto: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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