



Job Description:

Recruitment and Enrollment Specialist (Bilingual: Spanish)

Position Overview:

At **Big Brothers Big Sisters Columbia Northwest**, we ignite, inspire, empower and defend the potential of youth in our community through 1:1 dedicated mentorship.

Our work results in Big impact:

BIG- like the number of current matches of Bigs/Littles in our program (**455**)

BIG- like the percent increase we see in Oregon Graduation Rates with students enrolled in our program (**24% increase!**)

BIG – like the number of hours we have spent counting laughter in a room full of Bigs/Littles (**989,764**)

BIG- like the number of Littles waiting to be matched to a Big (**331**)

Will you join the team that continues our mission to build bonds of mentorship that ignite and inspire the potential of youth? We are currently seeking a **Recruitment and Enrollment Specialist** who will be responsible for driving strategic growth through the cultivation, awareness, recruitment, stewardship, and support of partnerships with volunteer-rich organizations such as community groups and organizations, colleges/universities, etc., and conducting volunteer and child interviews.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: develop new partnerships, create effective recruitment/promotional material, deliver effective presentations, develop and maintain positive working relationships with community stakeholders and the community.

Recruitment Duties

- Effectively recruit volunteers across all programs; Community Mentoring, Site-Based.
- Research locations, targeted areas, businesses, and gather contact information for possible volunteer recruitment.
- Manage agency relationships with organizations and businesses as assigned.
- Schedule, attend, and prepare materials for initial presentation meetings; lead meetings when appropriate.
- Conduct engaging and effective recruitment sessions; prepare and send follow-up information in a timely manner.
- Continually update all agency information on all external websites, platforms and databases.
- Accurately process all volunteer recruitment efforts; receive inquiries, sign-up sheets, referrals and field to the Customer Relations Specialist within 24 hours of receipt.
- Provides monthly progress updates regarding volunteer recruitment activities and progress toward goals; identify recruitment areas of need, tracking trends.
- Maintain accurate paperwork for each recruitment event, evaluate effectiveness of events and work with supervisor to determine overall program recruitment success.
- Implement best practices to ensure most effective and efficient recruitment process.
- Maintain central recruitment electronic files and update materials as needed.
- Attend and represent the agency at all agency recruitment events as identified.



Enrollment Duties

- Conduct volunteer and child enrollment, including orientations, interviews, and completion of any other enrollment processes for community mentoring program and seasonal for Site Based Programs.
- Complete comprehensive assessments for child and volunteer participation.
- Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.
- Maintain accurate and timely records according to standards and utilize technology to report, synthesize and analyze data.

Collaborative Work

- Co-facilitate monthly volunteer orientations and post mentor trainings.
- Collaborates and provides support to the Enrollment and Matching Team (EMS).
- Assist with determining new matches and facilitate match introductions.
- High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
- Participate in CRS/EMS/RES Roundtables.
- Support agency fundraising and development initiatives as necessary to maintain the growth of the agency.
- Support program events (i.e. Back to School picnic, Share the Season, Parent Engagement activities, Bigs Night Out) throughout the year.
- Other duties as assigned by Supervisor.

QUALIFICATIONS:

- Minimum Bachelor's degree required. Communications, marketing, social services, human services or related field preferred.
- Ability to fluently, speak, read and write in English and Spanish **required**.
- Experience working with both child and adult populations; specific assessment, intake or interview experience preferred.
- Proficiency in Microsoft Office including Word, Outlook, PowerPoint, and Excel.
- Must have advanced verbal and written communication skills as well as advanced presentation, listening, interpersonal, and organizational skills reflecting solid customer service both in-person and telephone.

REQUIRED SKILLS AND ABILITIES:

Must be able to work independently without close management while contributing as a positive team member; possess a strong mission focus; must have flexibility in scheduling for appointments (some evenings and weekends will be required). Must be able to obtain transportation to get to designated meetings throughout the service area. Excellent relational assessment skill. Verbal and written communication skills in Spanish and English that reflect solid customer service. High-level interviewing skills; ability to: form appropriate assessment-based relationships; relate well in multicultural environments; maintain confidentiality throughout daily operations; effectively collaborate with other volunteer match staff; use time effectively; and focus on details. Ability to collect meaningful data and draw solid conclusions.



PAY AND BENEFITS:

This is a full-time position with a great benefit package.

TO APPLY

Big Brothers Big Sisters Columbia Northwest is an equal opportunity employer. **If interested, please email resume with a cover letter addressing your interest and experience relevant to the position to program.specialist@bbbsnorthwest.org.** Due to the high volume of responses anticipated, we will only respond to candidates who are under consideration. No phone calls, please. For more information about us, please visit: <https://itsbigtime.org/> We look forward to having you join our family committed to building bonds to change lives. BBSCNW is an equal opportunity employer.