



Job Description: Customer Relations Specialist (Bilingual—Spanish)

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 **Customer Relations Specialist** to be the agency's first point of contact for all participants (volunteers, parents and children/youth) in the program. They have the primary responsibility of ensuring that everyone receives an engaging, positive and professional personalized experience with Big Brothers Big Sisters Columbia Northwest. This position will produce positive outcomes in the following areas: daily response to inquiries, volunteer yield rates, processing times, customer satisfaction and agency engagement.

General Position Responsibilities

- Respond to inquiries across all agency programs for potential volunteer participants as well as parent/guardian and community organizations in a prompt and informative manner
- Ensure that all participants receive an engaging, positive and personalized phone and email response
- Conduct phone orientations and effectively assess participant for eligibility in the program
- Pre-screen and pre-qualify all participants, ensuring availability and other qualifying policy parameters have been addressed via phone
- Effectively guide inquiries from the point of first contact to active enrollment in the program, helping to eliminate any barriers interfering with the enrollment process
- Be responsible for all proper documentation and uploads in Salesforce in a timely manner and adherence to all policies
- Possess a strong knowledge of the community and have the ability to establish strong relationships internally and externally and work with a diverse population
- Maintain accurate and timely records for each contact according to standards and utilize technology to report, synthesize and analyze data
- Manage pipeline of applicants in alignment with the service delivery goals of the agency and specific monthly program goals
- Provide Acceptance Letters to all applicants who successfully qualify for the program
- 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
- Accurately and in a timely manner enter, track and update information into the agency's Salesforce database

Client-Specific Duties

- Handle all client inquiries and upon eligibility, send enrollment forms to parent/guardian



- Receive all child applications and uploads documents into Salesforce
- Obtain any absent parent/guardian consent for participation; verbal or in writing
- Support the EMS team in conducting child enrollment interviews when needed for community-based and seasonally for site-based programs
- Update all active child contacts via email every 6 months and evaluate their continued desire and/or eligibility for services
- Invite ready-to-be-matched children to agency events when available and appropriate to participate
- Conduct community-based child updates and re-assessments on a yearly basis
- Conduct child re-match interviews over the phone and obtain all needed documentation to process child re-engagement
- Refer families for alternative or additional services as needed

Volunteer-Specific Duties

- Enroll volunteers in orientation training within prescribed time frame
- Complete post-orientation training follow-up and scheduling
- Send volunteers who have scheduled an interview enrollment documents for completion
- Receive all volunteer applications, enrollment documents, and upload them into Salesforce when received prior to the interview
- Process criminal background checks, driving record checks, and references for volunteers across all agency programs
- Review information and bring to the attention of the Enrollment or Match Specialist any concerns surfacing during the inquiry, enrollment and reference check process which may influence the volunteer enrollment process or active match status
- Support recruitment and processing of any new volunteers into Salesforce

Collaborative Work

- Collaborate and provide monthly administrative support including the tracking of volunteer enrollment, cancellations, appointments, and calendaring of interviews
- Provide back-up support to Volunteer Orientations as needed
- Assist with pre-match functions; making recommendations for participation and assisting with pre-match calls when needed
- Consult with other service delivery staff and/or supervisor as appropriate
- High degree of collaboration with other service delivery staff to ensure smooth transition among functions
- Provide monthly progress updates regarding volunteer and client inquiries. Identify areas of need: tracking trends, identifying targeted recruitment areas based on inquiry information
- Support Program and other 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

Minimum Qualifications

- Bachelor's Degree in social sciences or related field **required**
- Fluent Bilingual (English-Spanish) verbal & written communication **required**



- 3 years' experience in customer relations and/or administration strongly preferred
- Previous experience with child and/or adult relationship dynamics; professional familiarity with child development issues; family function/dysfunction; and interpersonal communication a plus
- The candidate selected for this position must pass a background check
- Must have car, valid driver's license, and meet in-state vehicle insurance requirements

Required Skills and Abilities

- Ability to effectively promote the agency mission and vision, both internally and externally
- Professional phone etiquette with a strong phone presence
- Excellent oral communication skills reflecting solid customer service both in-person, via the telephone and email
- Excellent attention to detail and time management skills
- Proficiency in technical areas such as Microsoft Office
- Accurate data entry skills and timely response in all communications
- Ability to relate well in cross-cultural environments
- Ability to use time effectively, work independently, focus on details, adapt to shifting priorities, and position and promote opportunities
- Ability to maintain confidentiality throughout daily operations
- Ability to effectively collaborate with other staff and community partners
- Comfortable with people and social settings
- Comfortable with high performance standards

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Contents may be subject to change to meet the needs of the organization.

Pay and Benefits

This is a regular full-time position with a great benefits package. The position is located in our Portland office, with occasional weekend hours and occasional travel within the Portland Metro and Southwest Washington region.

- \$16.34 per hour, Non-Exempt
- 100% employer paid Health, Dental, and Vision Insurance for employee
- Generous paid time off and holiday schedule
- Flexible schedule and a positive, collaborative work environment

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.