



Customer Relations and Resource Specialist

Job Description

Big Brothers Big Sisters Columbia Northwest is a dynamic mentoring agency that provides youth with professionally supported one-to-one mentoring relationships. We are seeking a full-time **Customer Relations and Resource Specialist** to support incoming participants to our program. This is fundamentally an administrative position that also includes customer relations engagement of volunteers, families and local community organizations. If you want to work alongside a great group of co-workers in a professional, yet relaxed, agency environment, then please keep reading!

This position is the agency's first point of contact for all participants in the program and has the primary responsibility of ensuring that everyone receives an engaging, positive, and professional personalized experience with Big Brothers Big Sisters Columbia Northwest.

Agency DEI Mission statement: We believe in the power of human connection. Our team builds relationships by celebrating the individuality, identity, and purpose of everyone we serve. We are committed to fostering an inclusive and safe environment for our diverse youth, mentors, and parents. We are intentional about our impact in the community and promote growth, change, and diverse perspectives.

Position Responsibilities:

Customer Relations:

- Respond to all inquiries from volunteers, parent/guardians, social workers and community organizations in a prompt and informative manner.
- Effectively guide volunteers and families from the point of first contact to active enrollment in the program, keeping them engaged and helping to eliminate any barriers interfering with the enrollment process.
- Accurately track and maintain recurring contact with potential volunteers and families who have not yet begun the enrollment process.
- Accurately and in a timely manner enter, track and update information into the agency's Salesforce CRM system.
- Process criminal background checks, driving record checks, and references for volunteers.
- Register volunteers and parents for orientations. Conduct Orientations.
- Schedule volunteer and family interviews for enrollment staff.
- Attend volunteer and family recruitment events.
- Manage and maintain participant files.
- Produce positive outcomes in customer satisfaction and agency affiliation.
- Support ongoing match and family engagement strategies and annual agency events.
- Support the enrollment team in conducting volunteer and child enrollment as needed.
- Design and implement program material for marketing, recruitment, and enrollment purposes.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Work with Match Support Team to propose and introduce Bigs and Littles to one another.

Resource Management:

- Build a community resource database for our existing families and for referral purposes using Microsoft Lists.
- Analyze program data to assess the needs of families and make the appropriate referrals.
- Actively engage parents in responding to various needs as well as providing referral services when appropriate.
- Create and execute opportunities to engage and educate families regarding resources within the community.
- Routinely share resources, websites, information etc. with other members of the program team.
- Other duties as assigned by supervisor.

Minimum Qualifications:

- Bachelor's Degree in Social Sciences (or related field) required.
- Bilingual (English-Spanish) required. Fluent, and high proficiency in reading and writing in Spanish.
- 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 fingerprint background check.

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 in English and Spanish.
- Excellent attention to detail and time management skills.
- Proficiency in technical areas such as Microsoft Office.
- Accurate data-entry skills. (Experience with Salesforce a bonus)
- Accurate and timely response in all communications.
- Excellent oral communication skills reflecting solid customer service both in-person and via the telephone.
- Ability to relate well in cross-cultural environments.
- Ability to use time effectively, 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.
- Able to use time efficiently and work independently.
- Comfortable with people and various social settings.
- Comfortable with high performance standards.

Supervisor:
Program Manager

Pay and Benefits: This is a permanent, full time position with a great benefit package. The position is located in our Portland office, with occasional weekend hours and occasional travel within the Portland metro and Southwest Washington region.

1. \$36,500 - 40,000 DOE Annual Pay (Includes Bilingual pay)
2. 100% employer paid Health, Dental, and Vision
3. Generous paid time off (6 hours accrual per pay period) and 12 paid holidays
4. Employee Assistance Program

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.

EQUAL EMPLOYMENT OPPORTUNITY

Commitment to Diversity: Our goal is to be a diverse workforce that is representative of the community we serve. At Big Brothers Big Sisters Columbia Northwest (BBBSCNW), we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and colleagues without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, military and veteran status, and any other characteristic protected by applicable law. BBBSCNW believes that diversity, equity and inclusion among our colleagues is critical to our success as a social change organization and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.