



## Bilingual Enrollment and Matching Specialist

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. Our goal is to be a workforce that is representative of the communities we serve.

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 **Bilingual Enrollment and Matching Specialist** to support incoming participants. This is a client facing position that requires regular, 1:1 interaction with volunteers and families. If you want to work alongside a great group of co-workers in a professional yet warm agency environment, then please keep reading!

This position is responsible for providing high-level youth and volunteer customer service and screening through the effective implementation of the BBBSA enrollment and matching process. The Enrollment and Matching Specialist will produce positive outcomes in volunteer yield and processing time, youth yield, youth/guardian processing time as well as participant satisfaction with match outcomes.

### Position Responsibilities

- Conduct enrollments including guardian, youth, and volunteer interviews, youth safety education, and other intake procedures.
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Identify child safety issues for volunteers, youth and their families.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Assess and refer families for alternative or additional services as needed.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Bring to the attention of Program Manager any concerns regarding family or volunteer circumstances.
- Review all enrollment information and assessments and make recommendations for participation into the program based on this information.
- Provide timely and comprehensive reports and recommendations for participation in the program based upon assessments of each individual volunteer.
- Propose new matches, upon approval facilitate Match Introductions with Match Support Specialist in accordance with volunteer and family schedules.
- Make recommendations to Match Support Specialist for participant training and support needs.
- Maintain accurate records according to BBBSA, database and agency standards, BBBSA Service Delivery Model, and BBBSCNW Program Manual.

- Enter complete and timely information into Salesforce CRM system.
- Involve Program Manager in any child safety concerns or reporting to DHS.
- Share with development, marketing, recruitment staff potential partnership relationships as discovered through volunteers' and parents' employers, affiliations, and community stakeholders.
- Assist at agency events as needed.
- Other duties as assigned or requested by Program Manager.

### **Minimum Qualifications**

- Bilingual: fluency in reading, writing, and speaking English and Spanish.
- Demonstrated success working with BIPOC communities, especially Black/African American and Latinx community members, and ability to relate well in intercultural environments.
- Bachelor's Degree in Social Sciences or similar; or equivalent work experience (3+ years in a professional environment supporting children and families).
- Prior experience working with youth and families in a professional environment strongly preferred.
- Previous experience with child and/or adult relationship dynamics; professional familiarity with child development challenges; family function/dysfunction; and interpersonal communication a plus.
- The candidate selected for this position must pass a fingerprint background check.
- Must have viable transportation, valid driver license and auto insurance to meet job responsibilities such as family home visits, match activities, fundraising events, etc.
- Schedule is 10am - 6pm , 11-7pm or 11:30-7:30 pm. Weekend and evening work is required to meet the needs of our clients and families when appropriate.
- Must be flexible to accommodate job responsibilities.

### **Required Skills and Abilities**

- Ability to effectively promote the agency's mission and vision, both internally and externally.
- Professional phone etiquette with a strong phone presence.
- Excellent attention to detail and time management skills.
- Proficiency in technical areas such as Microsoft Office.
- Accurate data-entry skills. (Experience with Salesforce a plus)
- Accurate and timely response in all communications.
- Excellent oral communication skills reflecting solid customer service both in-person and via the telephone.
- Comfortable with sensitive conversations with program participants.
- 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 effectively and work independently.
- 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 at any time to meet the needs of the organization.*

**What we offer:**

- Approved hybrid work schedule
- Annual Pay \$38,000-42,000 Non-Exempt
- 100% employer-covered Medical, Dental, Vision and Life Insurance for employee
- Generous Paid Time Off, plus 9 holidays per year (floating as needed)

**Interested? Apply now!**

Please email resume and cover letter to [HR@bbbsnorthwest.org](mailto:HR@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 can't wait to meet you!

**Equal Opportunity Employer:**

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 is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.