



## Customer Relations & Program Specialist

### **Overview:**

Big Brothers Big Sisters Columbia Northwest (BBBSCNW) creates and supports 1:1 mentoring relationships (matches) that ignite the power and promise of youth, with the vision that all youth reach their full potential. 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.

**We are currently hiring a Full Time Program Specialist. This colleague will enroll, match and provide ongoing support to all participants of a match, who have a large range of cultural and ethnic backgrounds, identities and beliefs.**

Customer Relations Specialist is the first point of contact for all participants in the BBBS Program and manages all daily inquiries. Program Specialists screen and match participants through effective implementation of the BBBSA processes and support a caseload of matches; adult volunteers (Big/Mentor), youth (Little/Mentee) ages 6 through 18+, and their parent or guardian. The Specialist is responsible for regular connection and documentation with all match parties to ensure child safety, positive impacts for youth, constructive and satisfying relationships between mentees and mentors, between parents/guardians and mentors, and a strong sense of affiliation with BBBSCNW. This position will produce positive outcomes in the following areas: participant processing time, match retention rate, average match length, volunteer rematch rate, match closure rate, and participant satisfaction.

### **Position Responsibilities:**

- Respond to all program inquiries and referrals in a prompt and informative manner.
- Accurately track and maintain contact with potential volunteers and families who have not yet begun the enrollment process.
- Effectively guide volunteers and families from the point of first contact to active enrollment and matching in the program, cultivating relationships and helping to eliminate any barriers interfering with the enrollment process.
- Complete enrollments including guardian, youth and volunteer interviews, youth safety education and other intake procedures (references, background checks, assessments, surveys)
- Assist with planning and facilitation of volunteer pre-match training
- Provide timely and comprehensive recommendations for participation in the program based upon individual assessments

- Conduct Match presentation calls and upon approval, facilitate Match Introduction meetings in accordance with volunteer and family schedules.
- Build and cultivate relationships with a caseload of up to 45 matches over the phone, in person, via email, and otherwise, with a focus on child safety, match relationship development, positive youth development and participant satisfaction.
- Assess and provide individual coaching and training needs, information, referrals, and other support needs for your caseload. Develop strategic interventions to identify and strengthen youth + mentor relationships that require extra support to continue to grow.
- Maintain accurate, timely, and daily case notes (and communications) in our Salesforce database for each contact and match.
- Maintain a minimum goal of 90% compliance for on-time match support contact completion in database.
- Conduct scheduled match surveys on time and achieve minimum goal of 80% completion rate.
- Maintain accurate records according to BBBSA, database and BBBSA standards, BBBSA Service Delivery Model and BBBSA Program Manual
- Support a positive match closure process and assess option for re-match as needed
- Ensure high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Provide a high-level of customer service for participants at every stage of their involvement with the agency.
- Bring to the attention of Program Manager any concerns regarding family or volunteers circumstances or behavior. Youth safety concerns to be flagged and documented immediately.
- Communicate and collaborate with internal departments, clients, and external stakeholders.
- Attend and engage in agency events and match activities throughout the year.
- The position is full-time, 40 hours a week, hybrid in-office and remote work. The schedule has variable requirements, which will include days in the office, evening and weekend work, and some local travel to meet the needs of our clients and families.
  - Remote work requires a quiet, confidential, space with reliable internet
  - Position requires availability on average two evenings per week and up to one weekend per month (participant interviews, match introductions, match support calls and match activities)
- Must be flexible to accommodate responsibilities and other duties as assigned.

**What we look for:**

- Demonstrated success working with LGBTQ & BIPOC communities, especially Black/African American and Latine community members, and ability to relate well in intercultural environments.
- Bachelor's degree in social services, human services, or related field, or four years of work in a relevant position.
- Fluent Bilingual (English/Spanish) abilities, verbal and written, are a plus, and reflected in salary.
- Positive relationship development experience with child and adult populations, including an understanding of child development and family dynamics, as well as familiarity with topics such as ACEs and trauma informed care, and interpersonal communication is a plus.
- Previous experience in case management or similar daily and on-time documentation.
- Strong ability to coach others
- Excellent communication skills in various formats (phone, virtual platforms and in-person) that result in high quality participant relationships
- Competent in navigating sensitive conversations with program participants

- Ability to personalize communication, content, and delivery to fit different perspectives, backgrounds, styles, and cross-cultural environments
- Ability to use time effectively, focus on details, adapt to shifting priorities - including participants availability
- Ability to work independently, and within a team.
- Ability to maintain confidentiality throughout daily operations.
- Ability to engage with participants and the community.
- Must have viable transportation, valid driver license and auto insurance to meet job responsibilities such as home visits, agency events and match activities.
- The candidate selected for this position must pass a fingerprint background check.
- Comfortable with high performance agency and program standards.
- Proficiency in technical areas such as Microsoft Office Suite. Salesforce experience a plus.
- *The candidate may demonstrate lived experience engaging BIPOC, immigrant, LGBTQ+, or other marginalized communities in work that is highly relevant to this position in lieu of other credentials.*

**What we offer:**

- Approved hybrid work schedule
- Annual Pay \$44,000 - \$47,000 per year Non-Exempt
- 100% employer-covered Medical, Dental, Vision and Life Insurance for employee
- Generous Paid Time Off and holiday schedule

*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.*

**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. BBBSCNW is an EEO employer. 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.