



JOB DESCRIPTION

Position Title: PIECEWORK ENROLLMENT SPECIALIST	Job Status: On-Call, Non-Exempt Schedule: On-Call, Monday-Friday (9am-8pm) and Saturday (9am-5pm)
Department: Program	Location: Alamogordo, for Otero County
Reports To: ABQ Support Manager	Number of People Supervised: 0

POSITION PURPOSE
<p>Essential to the BBBS brand, the primary function of this position is to ensure that volunteers are appropriately assessed; enrolled and matching recommendations are made while executing a high degree of independent judgment when utilizing BBBS national standards and practices. A high-level customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer enrollment process.</p> <p>Performance Measures: The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; customer satisfaction.</p>

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)
Complete volunteer and family interview reminder calls
Assess volunteer “fit” to BBBS. Conduct volunteer assessments according to agency standards and procedures. Assess the necessity of home visits and complete as indicated.
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.
Conduct all references as appropriate in completing the assessment process. Review and follow-up on references as necessary to gain additional data to complete the assessment process.
Identify and eliminate any barriers interfering with the completion of the enrollment process.
Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency. Consult with other service delivery staff and/or supervisor as appropriate.
Provide comprehensive assessments and match support recommendations for volunteer participation in the program based upon assessments of each individual volunteer. Maintain accurate and timely records for each volunteer according to standards and utilize technology to report, synthesize and analyze data.
Ensure volunteer completes all necessary Enrollment paperwork including providing contact information for at least 3 references and turns in volunteer Enrollment Packet in a timely manner to BBBS office.

Fingerprint all volunteers and ensure that all fingerprints are of high quality.
High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
Participation in Enrollment match-making meetings is encouraged, but not required.
Be available to answer questions any “in-house” BBBS Otero staff may have about volunteers.
Attendance at PW Enrollment Department meetings, supervision and coaching meetings, in addition to training meetings is required.

EDUCATION& RELATED WORK EXPERIENCE

Education Level: (requirements necessary to perform this job successfully)
Bachelor’s degree is required. BA in social services, sociology, psychology or related field is preferred. College transcripts will be required.

Years of Related Work Experience : (minimum or preferred related work experience necessary perform this job successfully)
Related work experience is defined as: work assessment, intake or interview and relationship development experience with child and adult populations; understanding of child development and family dynamics.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent relational assessment skill.	X	
Oral and written communication skills reflect solid customer service.	X	
High-level interviewing skills.	X	
Ability to form appropriate assessment-based relationships;	X	
Ability to relate well in multicultural environments;	X	
Ability to maintain confidentiality throughout daily operations;	X	
Ability to effectively collaborate with other volunteer match staff;	X	
Ability to use time effectively;	X	
Ability to focus on details;	X	
Ability to collect meaningful data and draw solid conclusions.	X	
Bilingual capabilities, Spanish-English		X

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)
PieceWork Enrollment Specialist position involves conducting interviews at BBBS-CNM of Otero County office or visiting applicant’s, school or place of employment. Volunteer assessments can either be written at the BBBS-CNM of Otero County office or at the employee’s home. BBBS-CNM of Otero County is a routine office environment. Hours to be determined by the supervisor and employee.

Core Competencies	High Performance Indicators
Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
Communication - Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation; use an awareness of formal and informal decision-making channels to achieve desired results.
Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details. Participate as an active team member assisting other members of the support team and other teams within BBBS as needed to reach the overall goals of the Agency.

CONDITIONS OF EMPLOYMENT

(Describe any specific conditions for employment relative to this position)

Must be able to pass comprehensive criminal, sexual offender, MVD background checks.
 Must have car, valid driver's license, and meet state required automobile insurance minimums.

Equal Employment Opportunity

BBBS of CNM provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Equipment Used:

PC and standard office equipment, including utility dolly

Physical Requirements:

Position is primarily an office setting, requiring long periods of sitting at a desk and computer. The position requires the ability to lift 20 pounds unassisted, 40 pounds with assistance. Frequent visits to donor sites or securing agency supplies may require driving in inclement weather or in the evening after sunset. The ability to navigate within the city limits helpful.

Job Responsibilities

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS of CNM may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 06/25/2010	Revision Date: 1/26/2020
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Chief Executive Officer	
Signature:	Date: