

Job Description

Job Title: Bilingual Enrollment Specialist

Department: Enrollment

Reports to: Enrollment Manager

Effective Date: 10/25/2021

Job Summary:

The primary function of the Enrollment Specialist position is to ensure that volunteers and children are appropriately enrolled and matched while executing a high degree of independent judgment when utilizing BBBS standards and practices. A high-level customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer and child inquiry, enrollment and matching process. Will work closely with enrollment team, other departments and independently.

Duties/Responsibilities:

- **Answer inquiry calls, provide program information, obtain contact information, set up enrollment interview and send confirmation email with all needed information to complete the enrollment process. Include front desk coverage.**
- **Conduct interviews, write assessments, processes layered background checks (fingerprints, references, etc.), obtain needed forms (application, consent forms, surveys, training, etc.) and move enrollments through stages until they are ready to be matched or closed. 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. Keep all enrollment forms updated and accurate**
 - Assess volunteer, child and family “fit” to BBBS. Conduct volunteer assessments according to agency standards and procedures. Assess the necessity of home visits and complete as indicated.
 - Identify and eliminate any barriers interfering with the completion of the enrollment process.
 - Provide comprehensive assessments
 - Fingerprint volunteers and ensure that all fingerprints are of high quality (as needed).
- **Work with peers and independently to create long lasting mentoring relationship by matching each community based little with a compatible big. Document, scheduled and/or conduct match meeting before transferring match to support.**
- **Attendance at Enrollment Department meetings, individual coaching sessions and BBBS meetings are required. Completion of additional trainings as needed. Train new team members as needed**
- **Work with Advancement team to recruit littles as needed (schools, community events etc.). Work with new families and families already involved with BBBS to see if they know other children and/or families that can be contacted to give out program information.**
- **Participate on agency committees and BBBS events**

- **Other duties as assigned**

Required Skills/Abilities:

Desired Qualifications:

- *Related Experience with interviewing, developing assessments, understanding of child and family dynamics and awareness of relationship building with children and adult populations.*
- *Demonstrated comfort and ability to work in an inclusive environment*
- *Ability to successfully work independently and in a team environment*
- *Proven organization and time management skills to complete a high volume of varied responsibilities in a fast-paced setting*
- *Excellent strategic problem-solving ability with a positive, "can-do" attitude*
- *Ability to fluently speak Spanish*

Required Skills:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent sales and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong leadership skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software.
- Availability to work full-time. Hours may include evenings and weekends
- Ability and willingness to travel locally to meet with volunteers and clients

Education and Experience:

Bachelor's degree is required. BA in social services, sociology, psychology or related field is preferred. College transcripts will be required.

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.

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.

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

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature: _____

Date: _____

Supervisor: I have approved this job description and reviewed with my employee.

Supervisor: _____

Date: _____