



**Big Brothers Big Sisters**  
of Central Arizona

## **POSITION DESCRIPTION**

### ***Mission***

*To provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better*

**Position Title:** Community Relations Specialist

**Department:** Development/Marketing

**Reports To:** Sr Director of Marketing

**Hours:** Full time

**Some evenings and weekends**

**FLSA:** This position is considered to be Non-Exempt for overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA). Non-Exempt employees are entitled to overtime pay for hours worked in excess of forty (40) per work week.

**Position Summary:** Dynamic opportunity to change lives! Join our team and become part of a 62 year old tradition in the Valley! We witness the mission of the organization in action every single day.

This position is responsible for recruiting high quality volunteers to serve as Big Brothers and Big Sisters by forming partnerships with corporations, community organizations, and higher education institutions. The CRS plays an integral role in marketing BBBSAZ as a volunteer opportunity by attending events, doing presentations, using social media and digital platforms, building relationships, and representing the organization at community meetings. The CRS also plays a role in recruiting youth for the program, assisting the program team with projects, and assisting the development team with fundraising projects and events.

Build your career at BBBSAZ. We offer regular feedback and mentoring in your position.

### **Essential Responsibilities, Competencies & Behaviors:**

#### **Action Oriented**

- Identify potential volunteer-rich companies and groups for recruitment opportunities; communicate leads and attend partnership meetings
- Plan and complete presentations to recruit mentors
- Seek opportunities to include BBBSAZ info in corporate/community publications, websites, e-blasts and other forms of communication
- Seek opportunities to host BBBSAZ info tables at volunteer fairs and community events
- Create and promote quarterly recruitment events/mixers in high recruitment need areas
- Conduct thorough follow-ups to answer questions and seek applications after all recruitment activities are complete

#### **Communicate Effectively**

- Prepare presentations with messages targeted to different audiences
- Manage volunteer opportunity postings on various online portals



- Track and report all recruitment activity details
- Provide on-going support through in-person, email or telephone contact for the potential volunteers
- Create content for social media and email that promotes the volunteer opportunities
- Communicate openly with all stakeholders in a manner that is productive, respectful, and sensitive to diversity.

### **Customer Focused**

- Identify and manage additional agency volunteers to assist with volunteer recruitment activities
- Engage and steward potential volunteers.
- Capture stories from active and past mentors and mentees to share with potential volunteers

### **Instill Trust**

- Provide accurate and timely documentation
- Return calls promptly and follow through with commitments

### **Collaboration**

- Work with Senior Director of Marketing and Program Directors to identify and establish potential site-based program opportunities and partners
- Assist with the development and execution of strategic recruitment plans to meet inquiry goals and effectively promote BBBSAZ
- Assist as needed at organization's activities/events
- All other duties as assigned

### **Education:** *(Minimum & preferred educational requirements necessary to perform this job successfully):*

- Must possess a minimum of a Bachelor's Degree from an Accredited University.

### **Related Work Experience:**

- 1-2 years proven track record in volunteer recruitment or in appropriate transferable responsibilities

### **Skills and Knowledge:**

- Strong public speaking ability to effectively deliver professional presentations in front of small and large groups
- Sales/Marketing /Communication focus
- Excellent communications skills
- Proficient computer skills (keyboarding, MS Office Suite)
- Demonstrated Integrity

### **Time Required:** *(Time period the classification is typically expected to perform as a fully trained employee)*

- All new employees shall observe a 90 day introductory period.

### **Travel Requirements:**

- No out of town travel required
- Daily local travel
- Must have reliable transportation

### **Work Environment/Physical Requirements:** *(Specific work place conditions and/or physical abilities that are related to and/or required by this job)*

- Moderate lifting, not to exceed 20 pounds, may occur from time to time.



### ***Equal Employment Opportunity***

BBBSAZ provides equal employment opportunities to all qualified individuals without regard to race, religion, national origin, color, gender, marital status, sexual orientation, gender identity, veteran status, or disability.

BBBSAZ will comply with all federal, state and local anti-discrimination laws.

### ***Americans with Disabilities Act***

Applicants, as well as employees, who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

### ***Job Responsibilities***

The above 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. BBBSAZ may change the specific job duties with or without prior notice based on the needs of the organization.

<b>ACKNOWLEDGEMENTS</b>	
<b>Supervisor:</b> I have approved this job description and reviewed with my employee.	
Signature:	Date:
<b>Employee:</b> I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:

Revised 4-5-17