



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: Enrollment & Matching Specialist
Reports To: Director of Community Engagement

Department: Program
Hours: Full time
Some evenings and weekends

FLSA: This position is considered to be Exempt for overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA).

Position Summary: Dynamic opportunity to change lives! Join our team and become part of a 65 year old tradition in the Valley! We witness the mission of the organization in action every single day. This position is responsible for the enrollment and assessment of volunteers, parents/guardians and clients and making appropriate matches in compliance with national standards and agency policies. Ensure long-term, caring relationships between matches while focusing on positive outcomes for youth.

Essential Responsibilities, Competencies & Behaviors:

- Conduct standardized volunteer and client enrollment for Site-Based and Community-Based programs to determine appropriateness for program in a timely manner
- Identify suitable potential matches, conduct pre-match calls and individual and group match meetings in a timely manner.
- Provide on-going support through in-person, email or telephone contact for the assigned volunteers
- Communicate openly with all stakeholders in a manner that is productive, respectful, and sensitive to diversity.
- Engage & steward volunteers throughout enrollment and match relationship.
- Provide accurate and timely documentation in database
- Maintain accurate standardized file documentation for each participant
- Return calls promptly and follow through with commitments
- Assist as needed with group match meetings, events and coordination of services
- Assist with fundraising and recruitment efforts
- 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:

- 3-5 year proven track record in social services or in appropriate transferable responsibilities

Agency Core Values:

Ability to demonstrate, understand and apply our workplace values listed below. These are embedded in all roles and responsibilities, and will be considered during all aspects of employment.

- **We Ignite Potential**
We bring out the best in our Bigs, Littles & Families, Staff & Community
We talk beyond today
We believe in what’s possible
We focus on sustained positive outcomes for youth

- **We are Ambitious**
We promote collaboration
We take initiative for our own growth and hold ourselves accountable
We are innovative; creative in thought and problem solving
We provide opportunities for youth to thrive

- **We are Committed to Greatness**
We are Customer Service focused ALWAYS
We are agile and can change gears comfortably
We keep safety in the forefront
We offer solutions, not excuses

- **We Fuel Diversity**
We are committed to equity and inclusion
We honor everyone as individuals
We create an atmosphere of respect and acceptance
We develop programming that reflects our community

Skills and Knowledge:

- Knowledge of child safety indicators.
- Very strong organizational skills and attention to detail
- Excellent verbal and written communications skills
- Proficient computer skills (equivalent to keyboarding at 45 wpm), 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:

- Regular 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.

ACKNOWLEDGEMENTS	
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:

Revised 9.28.18