

JOB DESCRIPTION

Position Title: ENROLLMENT SPECIALIST	Job Code:	Overtime Status: Exempt if all incumbents are paid more than 23,600 per year.
Department: PROGRAM	Location: BBBS OF BROWARD	
Reports To: PROGRAM DIRECTOR	Number of People Supervised: N/A	

POSITION PURPOSE

Essential to the BBBS brand, the primary function of this position is to ensure that volunteers and children are appropriately enrolled 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 enrollment process.

Performance Measures: The successful assessment of eligibility requirements, child safety, volunteer safety and overall ability to process clients through the enrollment stages.

MATCHING/ENROLLMENT ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Assess volunteer eligibility and suitability to BBBS. Conduct volunteer enrollments, including individual interviews and completion of any other enrollment processes. Assess the necessity of home and/or virtual visits and complete as indicated.

Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.

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.

Review and follow-up on references as necessary to gain additional data to complete the assessment process.

Conduct volunteer and client reassessments/updates as indicated.

Identify and eliminate any barriers interfering with the completion of the enrollment process.

High degree of collaboration with other service delivery staff to ensure smooth transition among functions.

EDUCATION& RELATED WORK EXPERIENCE

Education Level:

(minimum & preferred educational requirements necessary to perform this job successfully)

Minimum bachelor's degree in social services, human resources or related field preferred.

Fluent Bilingual (English and Spanish) verbal & written communication required.

Years of Related Work Experience :

(minimum & preferred related work experience necessary perform this job successfully)

In lieu of BA, two years of related experience if under supervision of BA. Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics. Must have car, valid driver's license, and meet state required automobile insurance minimums.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.	X	
Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction	X	
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating	X	
Ability to relate well in multicultural environments;	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 (English and Spanish)	X	

TRAVEL REQUIREMENTS

**50% OF TOTAL
WORK TIME**

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment. Flexible work hours to meet customer needs. If home visitation is indicated, must travel to local communities and neighborhoods.

Core Competencies	High Performance Indicators
Customer Focus	Able to build strong working relationships with agency staff and matches; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.
Problem Solving & Analysis	Able to gather appropriate data and diagnose the cause of a problem 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.
Flexibility & Achieving Change	Able to positively deal with changes that affect job requirements or work assignments; adapt to shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
Continuous Improvement & Gets Results	Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.
Decisiveness & Judgment	Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.
Open Communication	Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.

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.
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Equal Employment Opportunity

BBBSA 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

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 following 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. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date:	Revision Date:
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:
Human Resources:	
Signature:	Date: