



AT A GLANCE:

[TITLE]: Customer Relations Specialist

[LOCATION]: Primarily in office located at 808 Aviation Parkway Suite 900 Morrisville, NC 27560. Ability to work remotely once a week.

[DATE POSTING CLOSES]: July 5, 2023

[ESTIMATED/IDEAL START DATE]: July 24, 2023

[SALARY]: \$32, 610.00

[BENEFITS]: Comprehensive benefits package including but not limited to medical, dental, and life insurance. Additional benefits are covered at the end of this job description.

[SCHEDULE]: 8-hour shift, Monday to Friday, Weekend availability

[COVID-19 considerations]: Masks and social distancing are recommended, but not required.

THE ORGANIZATION

For more than 23 years, Big Brothers Big Sisters of the Triangle (BBBST) has been Eastern North Carolina's premier mentoring organization, defending the potential of the future leaders of our community by matching youth (Littles) with committed adult mentors (Bigs). Each time BBBST pairs a child with a role model, we start something incredible: a one-to-one relationship built on trust and friendship that can blossom into a future of unlimited potential. We believe that all youth have the ability to overcome obstacles, and we advocate for them to explore the endless possibilities of what they can accomplish. We create mentoring relationships that ignite the power and promise of youth and develop a village of support that helps maximize the likelihood that a Big Brothers Big Sisters relationship will thrive.

THE POSITION:

Position Overview: Essential to the BBBS brand, a primary function of this position is to ensure the seamless enrollment of all youth and volunteer participants, 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. This position is responsible for providing high-level customer service in response to all customer and stakeholder inquiries and leads.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield, youth/parent processing time, customer satisfaction and match retention.

Passion for the Mission: The Customer Relations Specialist will embrace and embody the mission of Big Brothers Big Sisters of the Triangle and its commitment to empowering and inspiring every young person to reach their full potential. They will flourish in a mission-driven

environment, working at a local affiliate agency of a national organization while continually innovating to help expand the reach of the BBBST.

Commitment to justice, equity, diversity, and inclusion (JEDI): It's not enough to say we are committed to (JEDI). We must work intentionally and diligently to bring about change. To empower the potential of all young people, we must ensure all young people have the opportunity to have a strong mentoring relationship in their lives. We are actively working to promote justice, equity, diversity, and inclusion throughout our organization. This commitment extends not only to an inclusive hiring and recruitment practice, but also to the policies, processes, and procedures that our staff, families, mentors, donors, and community partners rely upon to create connections within the Triangle communities we serve. The Customer Relations Specialist will embrace, reflect, and advocate for this commitment.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

- Ensure that the customer's (volunteer, child, and family) experience is marked by an atmosphere of engagement and motivation and that all customers receive an engaging, positive, and personalized response promoting Big Brothers Big Sisters.
- Assist in effectively moving the volunteer from the point of first contact to active enrollment in a timely fashion. Respond to all volunteer and family calls requesting information. Participate in achieving team and agency goals.
- Process all child and family inquiries, including any pre-screen interviews, in a timely fashion. Respond to all parental calls of inquiry regarding the enrolled status of their children and ensure that all such inquiries receive prompt and informative response.
- Conduct criminal background checks and references for volunteers. Immediately bring to the attention of the management team any concerns surfacing during the reference checking which may influence the volunteer enrollment process.
- Demonstrate ability to apply strength-based and culturally competent assessment, planning, referral and linkage and crisis intervention to ensure that potential problems and barriers are identified and addressed as early as possible. Ability to judge when collaboration is necessary to adequately problem solve.
- Demonstrate that documentation of check-ins, issues discussed, surveys administered, and all communication or interventions completed are detailed, thorough, and written with excellence into the BBBSA national database or other relevant systems. Record maintenance and management.
- Assess individual needs for each match participant to assure a positive youth development experience for the child and successful and satisfying experience for the volunteer.
- Demonstrate high-level proficiency in applying child safety and risk management knowledge in working with children and families exposed to trauma, issues related to living in poverty and any other adverse experiences.
- Participate in preparation, execution, and promotion of agency wide fundraising events (including but not limited to: Bowl for Kids' Sake & Big Night Ball).
- Cross-trained to facilitate aspects of the enrollment process and with other duties as assigned.



QUALIFICATIONS

REQUIRED

- Ability to effectively promote the agency's mission and vision, both internally and externally.
- Ability to work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported.
- Understanding of child development and family dynamics is required.
- Excellent oral and written communication skills reflecting solid customer service both in-person and via the telephone.
- Able to effectively collaborate with staff from all other agency departments.
- Proficient in Microsoft Word, Excel and Outlook required; ability to quickly learn and accurately use database systems.
- Able to work independently exercising good judgment, decision making and problem-solving skills.
- Able to maintain confidentiality of sensitive information.
- Schedule is somewhat flexible, to be worked out with supervisor; regular work weeks will include some evening and/or weekend hours to best serve our families and volunteers.
- Excellent attention to detail and time management skills.
- High School degree or equivalent required, 2 to 4-year college degree preferred
- Applicants must be able to reliably commute to the BBBST office located in Morrisville, NC.

PREFERRED

- Practice active and attentive listening skills to verify understanding.
- Demonstrate good and ethical judgment in routine, day-to-day decisions.
- Able to build strong working relationships with internal and external customers.
- Gather appropriate data and diagnose a situation before taking action.
- Align your own work objectives with the organization's strategic plan or objectives.
- Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles.

Equal Employment Opportunity

It is the policy of Big Brothers Big Sisters of the Triangle to provide equal employment opportunities to all candidates and all employees without regard to race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; genetic information; disability; citizenship status; military status; veteran status; or any other category protected by law.

Americans with Disabilities Act

Employees must be able to perform all essential job functions, with or without reasonable accommodation.



ADDITIONAL BENEFIT INFORMATION

In addition to the salary for this full-time, non-exempt position, BBBST offers a comprehensive benefits package for full-time employees. This is an office-based position, in Morrisville, with occasional remote work opportunities and some local travel required.

Job Type: Full-time

Benefits:

- Dental insurance
- Health insurance
- Vision insurance
- 11 Paid holidays + 1 floating holiday of the employees choosing
- Paid vacation, sick, and personal time. Vacation time increases with years of service.
- Highly collaborative & mission driven team

Additional Benefits as applicable based on job classification and budget:

- Retirement plans
- Long & Short-term disability
- Unemployment compensation
- Worker compensation
- Professional Development funds
- Flex time & comp time policies
- Bereavement, Parental, medical, and military leave policies

**Eligibility for these benefits is dependent on a variety of factors, as such these benefits are not guaranteed. Applicants who are offered employment will be informed of the additional benefit programs for which they are eligible. Benefits are provided based on the budget, which can change annually.*

TO APPLY

Email a cover letter, resume, and contact for 3 references as one pdf or word document to careers@bbbstri.org: with "Customer Relations Specialist" as the email's title.

- Incomplete submissions and/or submissions that do not follow directions outlined above will not be considered.
- Due to the volume of applications, calls and additional inquiries about this position unfortunately are not able to be returned.

TIMELINE/PROCESS

Applications will be reviewed and processed on a rolling basis with preference given to applications received by **July 5, 2023**.

The hiring process typically entails the following steps, with the assumption that the candidate meets the criteria for moving forward to the next step:



1. Review of application materials: *Only applicants who meet all required qualifications & follow application directions will be considered.*
2. **(15 minutes)** Phone interview
3. **(1.5 hour)** First In Person/Video interview
4. **(45 minutes)** Final In Person/Video Interview
5. Reference & background checks
6. Verbal offer extended
7. Written offer extended