



**Big Brothers  
Big Sisters®**

ST. JOSEPH

## **Enrollment & Match Specialist**

### **STANDING TOGETHER TO DEFEND POTENTIAL**

In a world of causes, we make a difference by creating professionally supported, one-to-one Matches for kids who want to realize their full potential. Matches (Bigs & Littles) build life-changing friendships through the power of one-to-one mentoring. Research proves that children enrolled in BBBS programs receive better grades, are more likely to graduate high school, and have improved relationships with family and friends.

BBBS St. Joseph lives by core value statements, an open-door leadership policy, a generous time-off plan, excellent benefits, competitive salary, and extraordinary parental/maternity leave.

### **POSITION SUMMARY**

Reporting to the Executive Director, the Enrollment & Match Support Specialist is a full-time, exempt position. This position is responsible for recruiting, enrolling, and supporting matches between volunteers (Bigs) and children (Littles). Recruitment includes focusing on generating new contacts for the agency through social media, community events, and other creative avenues. Enrollment consists of gathering and compiling required information from Parents/Guardians, Littles, and Bigs; conducting an in-home interview for both Bigs and Littles; as well as facilitating new match introduction meetings. The main purpose of Match Support is to build a relationship with the Big, Little and Parent to ensure the best quality support for all parties. This is done by providing coaching, encouragement, and advice to matches via phone, email, and/or in person.

This is a fast-paced position that requires flexibility in scheduling to accommodate the schedules of the parents/guardians of the Littles as well as the Bigs and participate in recruitment booth/event opportunities. On average, this position requires 2-3 evenings per week or weekend day.

## **DUTIES & RESPONSIBILITIES**

- Create new and implement existing strategies to recruit new Bigs and Littles to the program.
- Represent and promote the organization at a variety of events to obtain new leads, contacts, and partners.
- Promote and assist with diversity, equity, and inclusion efforts for the organization.
- Lead monthly Big Info Session presentations for incoming volunteers.
- Travel where assigned throughout the St. Joseph area to complete home interviews with potential Bigs, Littles and Parents/Guardians.
- Complete detailed assessments of each child and volunteer enrolled.
- Schedule and facilitate Match Introduction meetings.
- Provide and document monthly and quarterly check-ins for existing matches.
- Attend match activities as required and/or as needed.
- Attend required trainings for child safety and Match Support best practices.
- Manage daily, timely response to email, text and phone calls with potential volunteers, clients, and community.
- Provide exceptional customer service to all volunteer applicants, families, and agency supporters.
- Assist with agency fundraisers.
- Other duties as assigned.

## **ABOUT YOU**

Our ideal candidate will be an outgoing team player, who demonstrates a passion for connecting and networking in the community and is passionate about the mission of Big Brothers Big Sisters. They will be able to work under competing demands, with minimal supervision, and be accountable for individual and team metrics and goals. The position requires the ability to work autonomously, with outstanding customer service, and flexibility with a willingness to work as needed to accomplish job requirements. The ideal candidate will have excellent interpersonal skills and will be able to clearly communicate through both written and verbal communication and be comfortable speaking in front of a crowd, large or small.

Candidates must also possess the ability to set and accomplish goals. Must be highly organized with the ability to multitask, implement systems and follow-up processes, able to effectively work under pressure, use independent judgment and produce a quality work product within tight time constraints. You should be able to work independently and work well with a team as you will collaborate with our Executive Director, Program Director, and Board of Directors.

## **EDUCATION, SKILLS AND EXPERIENCE**

- Bachelor's Degree or Associate's Degree and two years of relevant work experience required
- A valid driver's license and an insured vehicle
- Experience in providing advice, coaching and/or working with both adults and youth strongly preferred
- Sales or marketing experience is a plus
- All applicants must submit to and pass a background check

## **WORK ENVIRONMENT**

BBBS St. Joseph was established in 2007 and is a Satellite office of BBBS of Greater Kansas City. We are proud to offer competitive pay, a generous benefits package, ample vacation days, and a fun office environment. Management believes in an inclusive environment where staff members can learn and grow. We offer an employee wellness program and professional development opportunities whenever applicable. We also believe in the work hard, play hard motto as we plan staff outings where we step away from our day-to-day operations and focus on connecting as a team. This position is based in the BBBS office in downtown St. Joseph. As a member of the BBBS team there will be an expectation to participate in some evening and weekend events.

## **STARTING SALARY**

\$38,000

## **TO APPLY**

If you qualify for this position and are passionate about our mission and our staff culture, we look forward to meeting you.

Email your resume and cover letter to Executive Director, Cheyenne Dorrell-Giles at [cheyenne@bbbstjoe.org](mailto:cheyenne@bbbstjoe.org).

If you are unable to apply online, you can mail your resume and a cover letter to:  
BBBS St. Joseph, Attn: Cheyenne Dorrell-Giles  
625 Francis  
St. Joseph, MO 64501

## **EQUAL EMPLOYMENT OPPORTUNITY**

BBBS St. Joseph provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristics protected by federal, state, or local laws.

BBBS St. Joseph is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

## **COMMITMENT TO DIVERSITY, EQUITY, AND INCLUSION**

- Big Brothers Big Sisters St. Joseph believes that diversity, equity, and inclusion are essential parts of our mission to defend, ignite, and empower potential for youth in our community.
- We pledge to embrace true representation in our brand, diversity of people and perspectives, and inclusion in all areas of our organization so we can make a generational impact on our community through life-changing friendships.
- We value DEI by incorporating it into who we are, our core belief patterns, our daily work, our strategic goals, our support and training programs and through the leadership of the agency. We welcome, encourage, and desire diverse candidates for all of our job openings.