



JOB DESCRIPTION

Position Title: Program Specialist 3 year grant funded position	Job Code: Part Time	Overtime Status: Non exempt
Department: Program	Location: Kingsport	
Reports To: Regional Director	Number of People Supervised: 0	

POSITION PURPOSE

This position is responsible for providing high-level customer service in response to all customer and stakeholder inquiries and leads. May be responsible for marketing BBBS programs through telemarketing recruitment and outreach; interview and assessing suitability for volunteers and clients.

Performance Measures: A successful Program Specialist will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time; customer satisfaction, and quality ratings in customer relations processing leading to high match retention.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Ensure all customer and stakeholder contacts are marked by an atmosphere of engagement and motivation.

Ensure that volunteers receive an engaging, positive and personalized phone response promoting BBBS programs.

- Effectively move the volunteer from the point of first contact to active enrollment.
- Determine the best way to get volunteer investment in the enrollment process.
- Identify and eliminate any barriers interfering with the initial enrollment process.
- Follow process through to next point of contact.
- Obtain preliminary contact information and schedule enrollment interview within prescribed time frame.

Send forms or program information as needed to volunteers, families and school administrators.

Assess volunteer "fit" for BBBS. Conduct volunteer enrollments, including: individual orientations, interviews, and completion of other enrollment processes. Assess the necessity of home visits and complete as indicated.

Conduct client enrollments including parent/child interviews, child safety education and other 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.

Conduct volunteer and client reassessments/updates as indicated.



Review all enrollment information and assessments and make recommendations for participation in the program; Assess and apply factors contributing to successful match; effectively align volunteer interests and qualifications with service options of agency; consult with other service delivery staff and/or supervisor as appropriate.
Collaborate with other service delivery staff to ensure smooth transition among functions.
Respond to all volunteer and parental calls regarding their enrolled status (or that of their children); ensure that all such inquiries receive prompt and informative response.
Respond to all calls requesting general information
Persistently and accurately track and maintain recurring contact with potential volunteers and families who have not yet begun the enrollment process.
Check references for volunteers; establish the legal identity of the volunteer through original documentation; immediately bring to the attention of Enrollment and Match Specialist any concerns surfacing during reference checking that may influence the volunteer enrollment process.
Conduct volunteer and parent orientation sessions regularly.
Enter all inquiries and pertinent data into database, ensuring accuracy and staying within timelines of information systems.
Support the Match Support team focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction; when potential problems and barriers are identified, address and resolve as early as possible.
Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
Conduct surveys to help ensure BBBSETN receives measurable outcomes for each match.
Plan, coordinate, and participate in events held for volunteers and/or clients.
Promote the organization by participating at speaking engagements or other similar opportunities.
Actively participate in early match closure analysis meetings that are held quarterly.
Effectively collaborate with partner agencies.
Other duties as assigned.

EDUCATION & RELATED WORK EXPERIENCE

Education Level/ Years of Related Work Experience:
(minimum & preferred educational requirements necessary to perform this job successfully)

BA in a social services or related field.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in technical areas such as Microsoft Office; including Word, Outlook, Access and Excel.	X	
Excellent oral communication skills reflecting solid customer service both in-person and via the telephone;	X	
Ability to relate well in cross-cultural 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 adapt to shifting priorities	X	



Ability to position and promote opportunities	X	
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TRAVEL REQUIREMENTS (LIST AS A % 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. Work hours and work location flexible to meet customer needs. Employee must display the following character while on duty: Must be motivated; consistent; hardworking; passionate and concerned with the mission and vision of Big Brothers Big Sisters; maintain a high level of professionalism; must be open-minded; understanding; personable; work with a high level of intentionality and integrity; be an active team member by cooperating, having a sense of unity, sharing common goals, and community with a high level of effectiveness; and must have patience and knowledge.

Core Competencies	High Performance Indicators
Attention to Detail	Able to review data/documents for accuracy and consistency; take action to prevent mistakes; follow procedures closely; keep records accurate and up to date.
Customer Focus	Able to build rapport with customers, listening and responding effectively and efficiently to meet their needs; identify unexpressed customer needs and potential products/services to meet those needs; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results; provide a welcoming and inclusive experience for prospective volunteers, youth and families of diverse perspectives, talents, backgrounds and/or styles.
Flexibility & Achieving Change	Able to positively deal with changes that affect job requirements; adapt to shifting priorities in response to the needs of internal and external clients; quickly recognize situations/conditions where change is needed; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.



Results-Oriented	Able to demonstrate high personal work standards and a sense of urgency about results; do everything possible to meet goals and deadlines without sacrificing quality; persist in the face of changing circumstances; accept responsibility for the outcomes of his/her own work.
Influencing	Able to persuade and enlist others' support in accomplishing objectives; motivate/reassure prospective volunteers and youth/families to enrollment by using data or logic to aid them in their decision; use different influence approaches as appropriate.
Planning & Organizing	Able to create detailed work plans; balance the need for adequate planning with the need for action; avoid wasting time on tasks that yield low value; use resources efficiently; create and monitor measures to chart the progress and impact of assignments.
Relationship Building	Able to deal effectively with people in order to get work accomplished; adjust own interpersonal approach to fit the interpersonal style/needs of others; recognize the impact of one's behavior on others; build a network of internal and external contacts to meet job responsibilities.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes.

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. BBBSETN 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: