



Child Enrollment and Administrative Coordinator (Bilingual Spanish preferred)

Big Brothers Big Sisters of the Greater Twin Cities (BBBS) is seeking qualified candidates for the position of Child Enrollment and Administrative Coordinator. The purpose of this position is to oversee the child inquiry and enrollment process and to provide administrative support to the Enrollment and Matching team.

Benefits include medical and dental insurance, paid time off, 12 paid holidays and a 403(b) retirement savings plan.

Position Summary:

The purpose of this position is to oversee the child inquiry and enrollment process and to provide administrative support to the Enrollment and Matching team.

Essential Job Functions:

Essential functions are not intended to encompass all functions and qualifications of the position. Rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

Facilitate enrollment for child inquiries:

- Manage the inquiry process for all youth referred to BBBS, including explaining program parameters and application process.
- Provide excellent customer service and support to volunteers, parent/guardians and staff through telephone, email, and face-to-face communication.
- Create and manage child file maintenance system by ensuring all paper and electronic files are up to date, accurate and in proper order.
- Assign child files directly to the Enrollment and Matching Team (EMT) team members based on their geographical area.
- Assist recruiters with child recruitment efforts as needed.
- Maintain knowledge of community resources to make appropriate referrals to clients that are not eligible for our programs.

Provide administrative support to the Enrollment and Matching team:

- Assist with the completion of hard file audits as directed for adherence to organizational standards.
- Complete the scanning and digitization process of all hard files into the database.

- Create, print and mail custom and form letters to parents and others as directed, ensuring appropriate formatting.
- Order/purchase supplies for volunteer informational and training sessions, and office supplies requested by team members.
- Be part of the agency support team to provide relief and back up to the front desk receptionist, including back-up for processing organization's out-going mail.
- Serve as back-up to conduct and complete volunteer reference contacts as needed.

Contribute to the overall success of the agency in order to achieve the BBBS mission:

- Promote teamwork by overseeing and participating in various teams including work groups, committees, and interdepartmental meetings.
- Represent BBBS in the larger community.
- Develop and maintain sensitivity to employee diversity, and demonstrate cultural competence in the workplace and in the services provided by the agency.
- Demonstrate respectful treatment of other employees, program participants and all stakeholders.
- Support development in fundraising efforts and other program functions as requested.
- Assist the Assistant Director of Enrollment and Matching with other duties as assigned.

Qualifications:

Minimum Education and Experience

Baccalaureate degree in a human services, social work, psychology, business administration or related field required and one year of related data entry or experience working with databases.

Spanish language skills preferred, but not required.

Knowledge, Skills and Abilities

- Ability to use the computer, multi-line telephone and other office machines.
- Knowledge of and ability to use Microsoft Office, Google systems and database software.
- Skill in organizing files, both paper and virtual.
- Ability to enter records and maintain information in computer databases.
- Ability to work effectively with the public and provide excellent customer service.
- Ability to communicate effectively and persuasively in written and telephone communications.
- Skill in time management and analyzing work processes and work flow.
- Excellent attention to detail, organization and task completion.

Physical Aspects of the Job:

This position requires regular use of the computer, the electronic mail system and the telephone. The incumbent must be able to effectively and efficiently respond to callers on a regular basis. This position also requires the ability to use the multi-line switchboard and the ability to greet and refer visitors.

Additional Information:

BBBS is an Affirmative Action/Equal Opportunity Employer.

Send resume and cover letter to:

Jessica Wallace - Director of Human Resources & Volunteer Services
careers@bigstwincities.org. Please include the name of the job or jobs to which you are applying in the subject line of your email.