

For Immediate Hire

ENROLLMENT AND MATCHING SPECIALIST - CHILD AND FAMILY

All potential candidates must respond with a [resume and a customized cover letter](#). Applications will be accepted until filled. Candidates can apply at <https://biglittlecolorado.bamboohr.com/careers/34>.

BIG BROTHERS BIG SISTERS OF COLORADO MISSION

The mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. By partnering with youth mentees, parents/guardians, volunteers, local communities, and caring philanthropist we are accountable for each child in our program achieving:

- Higher aspirations, greater confidence, and better relationships
- Avoidance of risky behaviors
- Educational success

ABOUT BIG BROTHERS BIG SISTERS OF COLORADO

Since 1918, Big Brothers Big Sisters of Colorado (BBBSC) has operated under the belief that inherent in every child is incredible potential. As part of the nation's largest donor- and volunteer-supported mentoring network, Big Brothers Big Sisters of Colorado makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles"), ages nine through young adulthood in Colorado. We develop positive relationships that have a direct and lasting effect on the lives of young people.

OVERVIEW

The primary purpose of this full-time position is to ensure that our excellent customer engagement extends to the families inquiring about our programs. The role includes screening, conducting thoughtful interviews, writing concise and accurate assessments, and making appropriate recommendations. This position requires independent work, documentation, and customer service skills.

This position requires excellent professional judgement, creativity, flexibility, and independence and will frequently be interacting with people from very different backgrounds and beliefs. The specialist works both in the field conducting interviews and at the office. The specialist should be comfortable and able to excel working with minimal supervision.

RESPONSIBILITIES

- Complete Child and Family enrollments including interviewing in person or online via video call or in the family's home.
- Manage communications and procedures while working through challenges in a timely manner from point of contact to matching.
- Coordinate and manage matching meetings with other enrollment staff to make successful matches between volunteers and youth.
- Cross-trained to complete or support volunteer interviews and assessments.
- Support the Child and Family waitlist by coordinating events and touchpoints ensuring engagement and opportunities to connect with the organization.
- Perform duties in compliance with national standards and BBBSC policies, procedures and practices.

ABOUT THE ENROLLMENT TEAM

- We strive to build a positive, supportive, and inclusive culture.
- Enrollment staff work a flexible but generally later schedule with at least two days per week required in our office in Englewood (Thursday and another day to be determined).
- The enrollment team operates in a culture of continuous education and improvement, by improving our processes and flexibly adapting to the needs of the children, families and volunteers we serve.
- We strive to be good communicators who are comfortable with difficult conversations including asking volunteers about controversial or personal topics and talking openly with each other about challenging decisions and judgement calls.

QUALIFICATIONS

- Passion for Big Brothers Big Sisters of Colorado mission.
- Two (2) years working with one or more of the following: multicultural communities, psychology/mental health, youth, child development, or child safety.
- Bachelor's degree or 4+ years of experience doing relevant work strongly preferred.
- Strong professional writing and interviewing skills.
- Organizational and time management skills, ability to prioritize.
- Attention to detail and accuracy.
- Intrinsic motivation, capable of juggling multiple tasks and meeting deadlines with minimal supervision.
- Bilingual in Spanish (*REQUIRED*)

Note: Big Brothers Big Sisters of Colorado is committed to responding flexibly to changing circumstances and priorities which means that the expectations of every position are dynamic. This description reflects the assignment of essential functions but does not proscribe or restrict the tasks that may be assigned.

COMPENSATION

Our goal is to make all aspects of working with us transparent. That includes our offer process. When we have identified talent that is a good fit for BBBS, we work hard to present an equitable and fair offer. We look at your knowledge, skills, and experience along with your compensation expectations and align that with our company equity processes to determine our offer ranges.

We value and want to support our team members, and are proud to offer a comprehensive compensation package that includes the following:

- **Starting wage for this non-exempt, hourly position is \$21.63/hour.** Additional compensation may be offered to staff who are bilingual in both English and Spanish.
- Excellent benefits including company paid medical, dental, vision, and matching 401k for the employee. For a full list of benefits please visit our website at www.biglittlcolorado.org/bbbsc-careers.
- Many other work-life balance benefits.

COMMITMENT TO JEDI

We are committed to creating and cultivating a safe environment where all individuals feel respected and valued equally. We - BBBS staff and board - are committed to a nondiscriminatory and anti-racist approach and are committed to dismantling any inequities within our policies, systems, programs and services.



At BBBSC, Justice, Equity, Diversity, and Inclusion (JEDI) is an integral part of our values and mission. We recognize, affirm, and celebrate the diverse backgrounds, lives, and experiences of all our stakeholders, including youth, families, donors, volunteers, and staff. We ensure the opportunity for all voices and perspectives to be heard and honored. In the workplace, we foster an environment where all people can be their best selves. We affirm that every person [regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, gender expression, ideology, income, national origin, race or sexual orientation, marital or veteran status] has the opportunity to reach their full potential. We strive to realize the full potential that is within all of us by ensuring that all voices and perspectives are heard and honored.

For more information about Big Brothers Big Sisters of Colorado, visit our website at www.biglittlecolorado.org.

Equal Opportunity Employer: Minority-BIPOC/Female/Veteran/Disability (Individuals with a disability who need an accommodation to apply please contact us at hr@biglittlecolorado.org.)

No calls or emails from third parties at this time please.