



Job Title: Customer Relations Specialist (CRS)
Department: Program
Reports to: Program Manager - Enrollment
FLSA Status: Non-Exempt

Last Reviewed: October 2018

Our Mission: The Big Brothers Big Sisters of Puget Sound (BBBSPS) mission is to provide children facing adversity with strong and enduring, professionally supported, one-to-one relationships that change their lives for the better, forever

Each employee in Big Brothers Big Sisters of Puget Sound helps to extend the mission of the agency in particular ways as outlined in the position description.

JOB SUMMARY:

Our shared responsibility at Big Brothers Big Sisters is defending the inherent potential of every young person. The Customer Relations Specialist is a critically important role and is often the first person people encounter when signing up to be a Big or Little! We're looking for a team player who will provide the highest level of customer service for our families and volunteers. The Customer Relations Specialist will efficiently and professionally respond to volunteer and family inquiries, schedule interviews and enter data into the database system. They will begin the youth and volunteer enrollment processes in a timely manner and ensure a smooth transition to Program Coordinators. Their responsibilities will include general office support for the program staff and backup coverage for reception. Position requires evening and weekend hours as necessary to put our young people, families and volunteers first.

JOB RESPONSIBILITIES:

- 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.
- 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.
- Record maintenance and management.
- Participate in achieving team and agency goals.
- Assist Office Manager by covering phones during breaks and peak call times.
- Other duties as assigned by supervisor.

JOB QUALIFICATIONS and DESIRED CHARACTERISTICS:

- Ability to effectively promote the agency 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.
- Bachelor's degree in social services, human services or related field strongly preferred; an equivalent combination of education and experience will be considered.
- Experience with youth service organizations preferred.

- Understanding of child development and family dynamics 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 in order to best serve our families and volunteers.
- Excellent attention to detail and time management skills.
- Spanish speaking preferred, but not required.

COMPETENCIES NEEDED TO BE SUCCESSFUL WITHIN OUR ORGANIZATION: We work with each employee to generate professional development plans that reinforce skill-building and demonstration of growth in each of the following competencies.

- Core Competencies
 - Accountability / Workload Management
 - Customer Service Orientation
 - Growth Mindset, Adaptability
 - Cultural Sensitivity
 - Collaboration
 - Expertise in Area of Focus
- Leadership Competencies
 - Develops & Motivates Others
 - External Relationship Builder
 - Team Effectiveness
 - Emotional Intelligence
 - Organizational Growth Orientation
 - Problem-Solving
 - Initiative & Results Driven

WORK ENVIRONMENT:

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- *Routine office environment.*
- *Occasional independent travel.*
- *Physical demands:* While performing duties of job, employee is required to stand; walk; sit; reach with hands and arms; talk; and hear. Employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work environment:* The noise level in the work environment is usually moderate.

Equal Employment Opportunity

BBBSPS 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.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization.

Your employment with BBBSPS is "at will," meaning that either you or BBBSPS may end your employment at any time and with or without cause.