



**JOB TITLE:** Program Coordinator - Enrollment  
**DEPARTMENT:** Program  
**REPORTS TO:** Program Manager - Enrollment  
**LOCATION:** Tacoma  
**FLSA STATUS:** Non-Exempt

**LAST REVIEWED:** December 2018  
**PAY:** \$16.76 / hour start + generous benefits

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**Our Mission:** Big Brothers Big Sisters of Puget Sound provides children facing adversity with strong and enduring, professionally supported, one-to-one relationships which 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. The essential functions of the position include but are not limited to the following:*

**JOB SUMMARY:**

Our shared responsibility at Big Brothers Big Sisters is defending the inherent potential of every young person. The Program Coordinator - Enrollment is a critically important role and is responsible for pairing up new Bigs and Littles! We're looking for a team player who will provide the highest level of customer service for our families and volunteers. The Program Coordinator - Enrollment will efficiently and professionally screen, train and match volunteers, youth and families. They will conduct the youth and volunteer enrollment processes in a timely manner and ensure a smooth transition to the match support team. Position requires evening and some weekend hours as necessary to put our young people, families and volunteers first.

**JOB RESPONSIBILITIES:**

**Essential Functions, Responsibilities and Accountabilities:**

- Conduct volunteer enrollments, including: individual orientations, interviews, writing a professional assessment and completion of any other enrollment processes. Determine if home visit is necessary and complete as indicated.
- Conduct client enrollments including parent/guardian and child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- Ensure high-level proficiency in applying youth protection and risk management knowledge, policies and procedures throughout all aspects of job function. Identify youth protection issues for volunteers, children, and their families.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Review and follow-up on references as appropriate. Immediately bring to the attention of supervisor concerns regarding reference information, which may influence the volunteer enrollment process.
- Review all enrollment information and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency.
- Maintains documentation to assure accountability, effectiveness, and efficiency.
- Available on evenings and weekends to support program activities and events, as well as to best reach clients.

**Agency Support Responsibilities:**

- Utilizes educational opportunities and related resources to improve agency service.
- Promotes and maintains cooperative working relationships with other community organizations.
- Participates in agency events to assist with annual fundraising goals.
- Assumes other responsibilities as they arise.

**Other**

- Establish, monitor and meet goals for new match growth, match length, support contact compliance, and customer satisfaction.

- Coordinate with other departments to identify possible partners and partnerships, staff and promote agency events, and provide support for other efforts as necessary.
- Other duties as assigned by the Program Manager and/or the Vice President of Programs.

#### **JOB QUALIFICATIONS:**

- Bachelor's degree is required for this position; a degree in social services, human services or related field preferred
- Access to reliable automobile, valid driver's license, auto insurance required
- Understanding of child development and family dynamics
- Understanding of issues/barriers that impact children and families from underserved populations.
- Ability to collect meaningful data and draw solid conclusions
- Proficiency in Microsoft Word, Excel and Outlook
- Ability to work independently exercising good judgment, decision-making and problem-solving skills
- Ability to succeed in a fast-paced environment required.
- Understanding of confidentiality and ability to maintain strict confidentiality of sensitive information required
- Available to work evenings and weekends on a consistent basis
- Excellent oral and written communication skills reflecting solid customer service both in-person and via the telephone

**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 but not all-inclusive 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.*
- *Frequent independent travel.*
- *Physical demands:* While performing duties of job, employee is occasionally 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.
- *Phone time:* Approximately 30% of work will be spent on the phone contacting volunteers, parent/guardians, and Littles.

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, physical demands and required skills. BBBS Puget Sound may at its discretion add to or change the duties of the position at any time.

Employment with BBBS Puget Sound is "at will," meaning that either the employee or BBBS Puget Sound may end the employment relationship at any time and with or without cause.

*Equal Employment Opportunity*

BBBS Puget Sound is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

*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.