

**Job Title:** Enrollment and Match Support Specialist  
**Status:** Part-time, Non-exempt  
**Location:** Helena, MT  
**Supervisor:** Director of Programs  
**Wage:** \$18.00 to \$19.00 per hour  
**Benefits:** SIMPLE IRA with 3% employer match, staff incentive plan, 12 paid holidays, flexible schedule  
**To Apply:** Please email a cover letter, resume, and references to [tiffany@bigcentral.org](mailto:tiffany@bigcentral.org)

**Position Summary:**

The Enrollment and Match Support Specialist plays a key role in the success of our matches. This position provides support and guidance for a caseload of one-to-one mentoring relationships through in-person, phone, and electronic support calls. Regular support calls are conducted to help ensure child safety, healthy relationship development, positive youth outcomes, coaching and support is provided, resources are provided as needed, overall satisfaction with the match and Big Brothers Big Sisters. This position will also be responsible for interviewing and enrolling volunteer mentors, youth and their parents/guardians to determine eligibility for the program and identify the best matches.

**Requirements, Experience, Competencies and Skills:**

- A high school diploma or GED equivalent is required, plus one of the following: four years of work experience in related fields, such as social work, education, counseling, social services, child development, or other related fields **OR** an associate or bachelor's degree from an accredited college or university in a relevant field.
- High-level interviewing skills, strong interpersonal skills, and the ability to quickly build a rapport with a diverse group of individuals and work well in multicultural environments.
- Ability to work courteously, collaboratively, and respectfully with all BBBS stakeholders, including staff, volunteer mentors, children/families served, and agency partners.
- Ability to ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures through all aspects of job function.
- Knowledge and experience in child development.
- Experience in training, monitoring, and supporting high school and elementary students in a classroom setting.
- Knowledge of Microsoft Office applications, database software, and the ability to quickly adapt to new applications.
- Excellent verbal and written communication, planning, time-management, and organizational skills.
- Ability to work in a fast paced and sometimes changing environment.
- Comfortable and proactive in following up with individuals to gather required information or documents.
- Ability to collect meaningful data and draw solid conclusions.
- Willing and able to work irregular hours and have a flexible work schedule.
- Satisfactory criminal history and driving records.
- Must provide own transportation and hold a valid driver's license and proof of vehicle insurance.

# TOGETHER, WE ARE DEFENDERS OF POTENTIAL

## **Primary Duties and Responsibilities:**

- Maintain a contact schedule that includes in-person, telephone, and electronic contact with the volunteer, child, and parent/guardian. Ascertain that the elements of child safety, match relationship development, positive youth development, and match satisfaction are fulfilled. Proactively identify, address, and resolve potential problems that impede healthy match relationship development.
- Conduct and secure surveys from match parties to gauge outcomes of participation.
- Connect families to other resources in the community as needed or appropriate.
- Document and conduct all duties in accordance with legal and organizational requirements while maintaining confidentiality.
- Interview volunteers, youth, and parent/guardians to determine eligibility for program and complete written assessments to help determine a successful match.
- Ensure that all documents, trainings, background checks, and required information is gathered to complete enrollment process.
- Work collaboratively with other members of the team to intentionally match enrolling children with potential Bigs/volunteers.
- Meet established monthly and annual goals for new matches, match quality, documentation quality, processing time, and customer satisfaction.
- Schedule and lead introductory match meeting between volunteer, child and parent/guardian to review rules, guidelines and expectations.
- Develop and attend match activities as assigned.
- Represent the organization in a positive light, reinforcing the organization's mission.
- Other duties as assigned by Director of Programs to support the organization's mission.

## **Agency Requirements**

### Physical Demands

The physical demands at BBBS are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Performing the essential responsibilities of this job, the employee is regularly required to sit, operate computers and other office equipment, complete filing tasks and use written and oral communication skills. The employee may be required to transport or move up to 20 pounds.

**Our Vision:** All youth achieve their full potential.