

## Customer Relations Specialist

### QUALIFICATIONS

1. Excellent customer relations skills.
2. Strong organizational skills.
3. Proficient with computers; especially programs such as Outlook, Microsoft Word and Excel with the ability to work with database programs and produce reports.
4. Must be willing and able to work with diverse populations.
5. Valid Indiana Driver's License and proof of auto insurance.
6. Professional and positive attitude and manners.
7. Ability to relate well to adults, children, and co-workers.
8. Verbal and written communication skills.
9. Emotional maturity, good judgment, integrity, flexibility, resourcefulness, and enthusiasm.
10. Ability to organize, follow up, and focus on details.
11. Commitment to the mission of BBBS of Northeast Indiana.

### EDUCATION

A minimum of a High School Diploma.

### POSITION RESPONSIBILITIES

1. To process volunteer files following the timelines established; including but not limited to police checks, counseling references, internet background checks, and following up on agency and personal references.
2. To schedule interviews for potential volunteers and Families with an Enrollment Specialist ensuring efficiency of resources by strategically scheduling based on geographic location of volunteer and specialist (e.g., direct the volunteer to days when we will be in their area, make the most efficient use of the specialist's time when in a remote area, etc.)
3. To enter all inquiries (Site Base and Community Base; Both volunteer and family) and pertinent data into database, ensuring accuracy and timelines of information systems.
4. To send forms or program information as needed to volunteer, families or school administrators.
5. To work with police departments and counseling agencies to ensure the most efficient means of communication.
6. To follow up with volunteers on items still needed to complete their files (driver's license, auto insurance, DD214, etc.)
7. To update volunteers on their status biweekly.
8. To complete audits on volunteer files as directed. To review and be responsible for content of all volunteer files assuring quality and completeness.
9. To file loose papers when needed
10. To conduct bi-annual file audit
11. To scan closed files to the hard drive
12. To answer incoming phone calls with quality customer service.
13. To cover the front desk and provide quality customer service to everyone.
14. To fingerprint anyone in need of a fingerprint. (If the fingerprinting is closed but the BBBS



- office is open still conduct the fingerprint).
15. To make match up packets for both Site Base and Community Base.
  16. To help transfer matches from the Site Base to Community Base.
  17. To Overnight tracking/ background checks/ uploading approval form / board report
  18. To scan and upload documents to Matchforce
  19. To enter Annual Case Conference & Goal Setting Session surveys into Matchforce
  20. To recognize and to celebrate staff's birthdays.
  21. To update Monthly matches on match wall
  22. To attend weekly or bi-weekly one on one with Team Lead.
  23. To attend all staff meetings.
  24. To participate in public relations and fundraising projects as requested by the agency management.
  25. To attend training courses for further development as requested by Customer Relations & Enrollment Manager or Agency Management.
  26. To perform other duties as required by agency management.

### **SUPERVISION**

1. Reports to the Customer Relations & Enrollment Manager
2. 90 Day Review and Annual Reviews

Print \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_