



JOB DESCRIPTION

Position Title: Program Support Specialist	Job Code:	Part-time 20-25 hours per week \$13.00 per hour
Department: Program Team	Location: Boise Office	
Reports To: CEO or Program Director	Number of People Supervised: 0	

POSITION PURPOSE

This position is responsible for providing high-level customer service and communication to internal and external entities. This position will assist in the enrollment process through communicating with potential volunteers, children and families, schedule trainings and interviews; and conduct reference and background checks of volunteers. Responsible for overseeing general office needs and projects. Performance Measures: A successful Program Support Specialist will produce positive outcomes in the following areas: volunteer and child/guardian orientation, volunteer yield and processing time; youth yield; youth/guardian processing time; customer satisfaction, and clear communication with all entities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Ensure that all customer and stakeholder contacts are marked by an atmosphere of engagement and motivation that promotes BBBS programs.

- Effectively move the volunteer from the point of first contact to active enrollment.
- Determine the best way to get volunteer investment in the enrollment process.
- Identify and eliminate any barriers interfering with the initial enrollment process.
- Follow process through to next point of contact.
- Obtain preliminary contact information and schedule enrollment interview within prescribed time frame.
- Assist with mailings and communications
- Conduct volunteer references and background checks
- Conduct reminder calls
- Consistent communication with waiting inquiries and waiting list
- Assist with and initiate training for Bigs, Littles, Parents and Staff
- Send forms or program information as needed to volunteers, families or others.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Insure that all inquiries receive prompt and informative response.
- Respond to all calls requesting general information; communicating basic information, flexibility and volunteer choice.
- Persistently and accurately track and maintain recurring contact with potential volunteers and families who have not yet begun the enrollment process.
- Check references and conduct criminal and child abuse background checks for volunteers. Establish the legal identity of the volunteer through original documentation. Immediately bring to the attention of Enrollment and Match Specialist any concerns surfacing during reference checking that may influence the volunteer enrollment process
- Promote BBBS and present volunteer options to references.
- Enter all inquiries and pertinent data into database, ensuring accuracy and timelines of information systems.
- Assist with general office or administrative duties as needed.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in technical areas such as Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent oral and written communication skills	X	
Ability to relate well in cross-cultural environments;	X	
Ability to effectively collaborate with other volunteer match staff;	X	
Ability to use time effectively;	X	
Ability to focus on details;	X	
Ability to adapt to shifting priorities	X	
Ability to position and promote opportunities	X	

TRAVEL REQUIREMENTS	15%
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WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Routine office environment. Work hours and work location flexible to meet customer needs.

Core Competencies	High Performance Indicators
Attention to Detail	Able to review data/documents for accuracy and consistency; take action to prevent mistakes; follow procedures closely; keep records accurate and up to date.
Customer Focus	Able to build rapport with customers, listening and responding effectively and efficiently to meet their needs; identify unexpressed customer needs and potential products/services to meet those needs; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results; provide a welcoming and inclusive experience for prospective volunteers, youth and families of diverse perspectives, talents, backgrounds and/or styles.
Flexibility & Achieving Change	Able to positively deal with changes that affect job requirements; adapt to shifting priorities in response to the needs of internal and external clients; quickly recognize situations/conditions where change is needed; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
Gets Results	Able to demonstrate high personal work standards and a sense of urgency about results; do everything possible to meet goals and deadlines without sacrificing quality; persist in the face of changing circumstances; accept responsibility for the outcomes of his/her own work.

Influencing	Able to persuade and enlist others' support in accomplishing objectives; motivate/reassure prospective volunteers and youth/families to enrollment by using data or logic to aid them in their decision; use different influence approaches as appropriate.
Planning & Organizing	Able to create detailed work plans; balance the need for adequate planning with the need for action; avoid wasting time on tasks that yield low value; use resources efficiently; create and monitor measures to chart the progress and impact of assignments.
Relationship Building	Able to deal effectively with people in order to get work accomplished; adjust own interpersonal approach to fit the interpersonal style/needs of others; recognize the impact of one's behavior on others; build a network of internal and external contacts to meet job responsibilities.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes.

Equal Employment Opportunity

BBBSA 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.

Job Responsibilities

The following statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.