



Position Title:	Customer Relations Specialist
Reports To:	Manager of Program Development/Area Director

Summary

The Customer Relations Specialist is responsible for providing a high-level of customer service throughout the volunteer and child enrollment process. This position markets BBBS opportunities (i.e. programs, fundraising events, donations) through telemarketing recruitment and outreach.

AmeriCorps

- Applications must go through the Americorps website; for further information, please see www.americorps.org
- Half-time members receive an annual living allowance of between \$7,000 and \$12,070
- An education award of \$2,362.50 is granted upon successful completion of 900 hours of service within a 12 month period
- Members are eligible for postponement of certain student loans while they are earning an education award

Responsibilities:

- Insure that all volunteers receive an engaging, positive and personalized sales phone response promoting BBBS programs by:
 - Effectively move volunteers and families from the point of first contact to active enrollment.
 - Respond to all parental calls of inquiry regarding BBBSOK mentoring opportunities as well as enrollment status. Insure that all such inquiries receive prompt and informative response according to established departmental policies and procedures.
 - Respond to all volunteer calls of inquiry regarding BBBSOK volunteer opportunities as well as enrollment status. Insure that all such inquiries receive prompt and informative response according to established departmental policies and procedures.
 - Process volunteer and client applications by entering pertinent data into the agency database in a timely manner, as established by departmental goals and procedures, ensuring accuracy and completeness of information.
 - Persistently track and maintain recurring contact with potential volunteers and families throughout the enrollment process.
- Determine the best way to get volunteer investment in the enrollment process.
 - Donor Opportunities
 - Program Involvement Opportunities
 - Fundraising Opportunities
- Eliminate any barriers interfering with the initial enrollment process.
- Provide timely feedback to manager and enrollment specialist regarding customer concerns.
- Collaborate with program and recruitment staff to insure smooth transition among functions.
- Identify and conduct background and reference checks on potential volunteers and immediately bring any concern(s) that may negatively influence the volunteer enrollment process.
- Send out correspondence as needed to volunteers, families or school administrators.

- Assist program leadership with measuring the impact of site programs by running Program Management reports and entering Program Outcome and Satisfaction surveys in the agency database.
- Backup the receptionist upon request.
- Assist with program and recruitment activities.
- Perform other related duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

- Prefer a minimum of Associates degree (A.A) or one year experience and/or training; or equivalent combination of education and experience.
- Telemarketer, sales, and/or customer service experience a plus

Knowledge, Skills, and Abilities Required

- Ability to read and interpret documents such as procedure manuals and work instructions.
- Ability to run routine reports and write correspondence
- Demonstrates the ability to speak and communicate well with customers
- Excellent interpersonal skills, including the ability to listen effectively.
- Ability to manage multiple projects and prioritize
- Self-motivated and results driven.
- Proficient in computer programs-- Microsoft Office; including Word, Outlook, and Excel

Working Environment/Hours

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

For the most part BBBSOK room temperatures, lighting and traditional office equipment is as found in a typical office environment; fast paced environment.

Primary hours are from 8:30 a.m. to 5:30 p.m. Due to volunteers' schedules, trainings, match activities, and agency fundraisers some evenings and weekends are required. Some travel required

Physical Demands

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

Sedentary position for long periods of time; heavy key-board use; may need to stand for long periods of time as needed; may require walking primarily on a level surface periodically through out the day. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day. Proper lifting techniques required. May include lifting up to 25 pounds occasionally.