



**Big Brothers Big Sisters
of Alaska**

JOB DESCRIPTION

JOB TITLE: Customer Relations Specialist

REPORTS TO: Director of Programs

LOCATION: Anchorage, Fairbanks or Juneau

FLSA STATUS:

Exempt

Full Time

JOB SUMMARY:

This position is responsible for providing high-level customer service in response to all customer and stakeholder inquiries and leads. Additionally, this position is responsible for marketing BBBS programs through telemarketing recruitment and outreach. The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time; and customer satisfaction.

JOB RESPONSIBILITIES:

- All customer and stakeholder contacts are marked by an atmosphere of fun and magic.
- Ensure that all volunteers receive an engaging, positive and personalized sales phone response promoting 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.
- Send forms or program information as needed to volunteers, families or school administrators.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Respond to all parental/guardian calls of inquiry regarding the enrolled status of their children. Ensure that all such inquiries receive prompt and informative response.
- Respond to all calls requesting general information; communicating basic information, flexibility and volunteer choice.
- Persistently track and maintain recurring contact with potential volunteers and families who do not begin 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.

JOB COMPETENCIES:

- **Customer Focus**—Dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; talks and acts with customers in mind; establishes and maintains effective relationship with customers and gains their trust and respect; deals effectively with diversity.
- **Sales/Marketing**- Ensure customers feel they have been listened to; establish credibility quickly; create and seize opportunities to match customer interest with program options; display enthusiasm and commitment; maintain a positive “can-do attitude; answer detailed questions about program options; position each inquiry for program involvement.
- **Interpersonal Savvy**—Relates well to all kinds of people outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; capable of diffusing difficult situations comfortably; doesn’t show frustration.
- **Results/Outcome Orientation**---Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-line oriented; pushes self for results; sets clear objectives and measures, monitors process and progress.
- **Approachability**—Is easy to approach and talk to; spends the extra efforts to put others at ease; can be warm, pleasant and gracious; is sensitive to and patient with others; builds rapport well; is a good listener.
- **Organizing**—Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process.

JOB QUALIFICATIONS:

HS diploma or GED with 2 years prior sales with customer service experience or BA with marketing, sales or communication experience. Proficiency in technical areas such as Microsoft OFFICE; including Word, Outlook, Access and Excel.

REQUIRED SKILLS AND ABILITIES

Excellent oral communication skills reflecting solid customer service both in-person and via the telephone. Ability to relate well in multicultural environments. Effectively collaborate with other volunteer match staff. Use time effectively. Focus on detail. Position and promote opportunities

Routine office environment Satellite Office/Location

PHYSICAL DEMANDS:

Ability to sit in meetings for long periods of time. Ability to work effectively using a personal computer for long periods of time.

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, and required skills. Contents may be subject to change to meet the needs of the organization.

SIGNATURES: Signatures acknowledge that this form was discussed and reviewed.

Customer Relations Specialist

Date: _____

Director of Programs

Date: _____

Chief Executive Officer

Date: _____