



Agency: Big Brothers Big Sisters of San Luis Obispo County
Location: San Luis Obispo
Position Title: Bi-lingual Enrollment and Match Support and Program Specialist
Date Position Available: Immediately
Position Reports to: Senior Program Director
Position: Full Time (40 hr. work week)

Big Brothers Big Sisters of San Luis Obispo County (BBBS) is looking for a talented Bi-Lingual Enrollment and Program Specialist with social services, youth development and/or HR experience to join our dynamic, award winning team.

The Agency

BBBS the premier a donor and volunteer supported mentoring organization that provides children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that change their lives for the better forever.

We partner with parents, guardians, volunteers and others in the community to hold ourselves accountable for each child in our program achieving:

- Higher aspirations, greater confidence and better relationships;
- Avoidance of risky behaviors, and;
- Educational success.

Mission: To provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever.

Vision: All Children achieve success if life.

Big Brothers Big Sisters (BBBS) reaches children who need us most, including those living in single parent homes, growing up in poverty and coping with trauma. Matches (Bigs & Littles) get together regularly, creating and building life-changing friendships. Research proves that children enrolled in Big Brothers Big Sisters programs are more likely to improve in school and in their relationships with family and friends, and less likely to skip school or use illegal drugs or alcohol.

Big Brothers Big Sisters of San Luis Obispo County has been recognized as a leader in the non-profit industry; winning the National BBBS Gold Standard Awards, Board of the year and Agency of the Year.

Big Brothers Big Sisters is a 100% donor and volunteer supported organization. We partner with individual donors, foundations, corporations, government and others to build the critical network of support that funds and enables the work of carefully matching children with caring mentors and providing ongoing support to the child, volunteer mentor and child's family. The BBBS team works hard to create unique, positive, memorable experiences for staff, volunteers, families, supporters and event participants. We deeply value the relationships created and the dollars generated from each of our donors.

The Position

The Bi-lingual Enrollment and Program Specialist position is responsible for providing high-level customer service throughout the implementation of the volunteer and child enrollment and matching process in accordance with the Big Brothers Big Sisters of America standards. 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.

QUALIFICATIONS:

- Bachelor's Degree social services, youth development, human resources, or related field
- 2-3 Years' experience in human services or case management preferred
- Excellent customer service skills
- Bilingual/bicultural required
- Excellent written and verbal communication skills
- Excellent computer skills
- Demonstrated attention to detail
- Ability to be self-directed and work independently
- Good organizational and time-management skills
- Valid driver's license and reliable transportation
- Experienced user of Microsoft Office and Adobe products
- Ability to form appropriate assessment-based relationships
- Ability to collect meaningful data and draw solid conclusions
- Relate well in diverse environments
- Maintain confidentiality throughout daily operations
- Effectively collaborate with Big Brothers Big Sisters team.
- Use time effectively and focus on details.

Flexible work hours to meet customer needs. If home visitation is indicated, must travel to local communities and neighborhoods. Ability to sit in meetings and to work effectively using a computer for long periods of time.

If you meet the qualifications and are interested in applying, please email sarah@slobigs.org with:

1. Cover letter
2. Resume
3. Three references
4. As a separate attachment, please answer the question, "Why I want to work at BBBS," in 150 words or less.

Incomplete applications will not be considered. No phone calls please!