

**Nutmeg Big Brothers Big Sisters**  
**Enrollment Coordinator Job Description**

**The Position:**

The Enrollment Coordinator (full time: 35 flexible hours a week) is responsible for creating relationships between qualified adult volunteers and qualified children and families that result in significant, healthy impacts on all participants and assisting with file review and approval according to Agency and National standards. A high level of customer service, focusing on volunteer options and child safety, is critical to success in the position.

**Responsibilities:**

- Adhere to agency and national standards for service delivery with a priority on child safety.
- Conduct volunteer enrollments, updates and re-enrollments, assessing needs, strengths and suitability.
- Conduct individual orientations.
- Effectively match volunteer interests and qualifications with service options of agency.
- Conduct client enrollments, updates and re-enrollments, and parent interviews assessing needs, strengths and suitability.
- Identify child safety issues for volunteers, children and families, and conduct training.
- Review and follow-up on references as needed
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Determine matches and facilitate match meetings in accordance with volunteer and family strengths, suitability and schedules.
- Make recommendations to appropriate Match Support Coordinator for match training and support needs.
- Maintain accurate paperwork for each match according to BBBSA and agency standards.
- Enter information into program database within 1 workday of receipt ensuring accuracy of database.

**Secondary Responsibilities:**

- Assist with match activities and post-match training.
- Represents agency at assigned meetings.
- Local travel and early evening and some weekends is required
- Conducts volunteer and family recruitment as necessary

**Qualifications:**

BA plus one year's experience in working with both child and adult populations or equivalent experience. Specific assessment, interview or intake experience preferred. Proficiency in Microsoft Word, Excel and Outlook required. Experience with databases preferred. Fluency in Spanish preferred. Must have transportation, valid driver's license and meet state required vehicle insurance minimum.

**Competencies:**

Assessment skills, customer focus, interpersonal savvy, priority setting, practices attentive and active listening, results/outcome oriented, approachability and strong organizational skills.