



## Match Support Specialist Big Brothers Big Sisters of Johnson County

**STANDING TOGETHER TO DEFEND POTENTIAL:** In a world of causes, we make a difference by creating professionally supported, one-to-one Matches for kids and teens who want to realize their full potential. Matches (Bigs & Littles) get together a few times a month in Johnson County. Research proves that children enrolled in BBBS programs are more likely to improve in school and in their relationships with family and friends and are less likely to skip school or use illegal drugs or alcohol.

### POSITION SUMMARY

Reporting to the Executive Director, the Match Support Specialist is a full-time, exempt position. The Match Support Specialist will be responsible for completing volunteer and child enrollment and home visits to create matches. The Match Support Specialist will be responsible for providing match support to matches with the main purpose of the role being to build a relationship with the Big, Little and Parent to ensure the best support for all matches; this is done by providing coaching, encouragement, and advice to matches via phone, email, and/or in person. Matches are contacted monthly for the first year of the match and quarterly thereafter.

Additionally, the role of the Match Support Specialist; is to thoroughly document match support conversations in the BBBS information management system (Matchforce), provide community resources to families/ Bigs when needed and upon request, as well as, offering ideas and support to help foster the Bigs and Littles relationship growth, all while supporting and advocating for the little's development through their interactions with their Bigs.

### DUTIES & RESPONSIBILITIES

- Provide exceptional customer service to all volunteer applicants, families, and agency supporters.
- Manage daily, timely responses to email, text and phone calls with potential volunteers, children, and community
- Complete and provide updates to the parents/guardians for the children matched and enrolled
- Travel throughout the county to complete home visits with potential Bigs and Littles
- Assist as needed with evening and weekend volunteer and child info sessions, match introduction meetings, recruitment booth/event opportunities and agency special events
- Responsible for all required paperwork during enrollment of a new Little and their family
- Responsible for all required paperwork during enrollment of a new Big
- Responsible for providing a concierge experience to guide each volunteer/child applicant through the intake process.
- Monitor online activity to provide answers and direction to individuals interested in becoming a Big or Little
- Work closely with the Executive Director to make successful Matches and update or reassess waiting volunteers as needed
- Provide all monthly and quarterly check-ins for new and existing matches and independently provide advice and coaching to both adults and youth.

- Responsible for entering accurate data into Match force to track all volunteer communications, contact information, info session appointments and documenting all monthly and quarterly check-ins thoroughly and within the required time frame to adhere to the standards of BBBSA and BBBS of Greater Kansas City
- Responsible for coaching families, setting program expectations, documenting needs and/or connecting parents to resources they need.
- Complete match closures and required documents for match closures
- Perform required match surveys, and create, update and document match goals as needed
- Provide administrative support to the Executive Director as needed
- Assist Executive Director with recruiting of volunteers and children, including speaking engagements and community events
- Attend regular, required agency and team meetings and training for safety and best practices, requires some travel to Kansas City
- All other duties as assigned

## **ABOUT YOU**

Our ideal candidate will be a team player, who demonstrates a willingness to take on new tasks with a general attitude that no task is too small, impossible or cannot be improved. The position requires the ability to work autonomously, with outstanding customer service, and flexibility with a willingness to work as needed to accomplish job requirements. The ideal candidate will have excellent interpersonal skills and will be able to clearly communicate through both written and verbal communication.

Candidates must also possess the ability to set and accomplish goals. Must be highly organized with the ability to multitask, implement systems and follow-up processes, able to effectively work under pressure, use independent judgment and produce a quality work product within tight time constraints. You should be able to work independently and work well with a team as you will collaborate with our Executive Director and Board of Directors. Candidates will have a willingness to learn, be flexible and able to thrive while balancing multiple projects and providing the best customer service to our potential volunteers, clients, and the community.

## **EDUCATION, SKILLS AND EXPERIENCE**

- Bachelor's degree or high school diploma/GED and 4+years relevant work experience or within six months of degree completion in a field determined by the agency to be appropriate
- Experience working with youth strongly preferred
- A familiarity with Salesforce is a plus
- All applicants must submit to and pass a background check

## **WORK ENVIRONMENT**

BBBS of Johnson County was established in 1998 and is a Satellite office of BBBS of Greater Kansas City. We are proud to offer competitive pay, a generous benefits package, ample vacation days, and a fun office environment. Management believes in an inclusive environment where staff members can learn and grow. We offer an employee wellness program and professional development opportunities whenever applicable. We also believe in the work hard, play hard motto as we plan staff outings where we step away from our day-to-day operations and focus on connecting as a team. This position is based in the BBBS office in Warrensburg Missouri. As a member of the BBBS team there will be an expectation to participate in some evening and weekend events.

**STARTING SALARY RANGE**

\$30,000 – \$33,500 Depending on qualifications

**TO APPLY**

If you qualify for this position and are passionate about our mission and our staff culture, we look forward to meeting you.

Email your resume and cover letter (to include what makes you a phenomenal candidate and why you want to work at Big Brothers Big Sisters as well as your salary requirements) to Executive Director, Dana Phelps at [dana@bbbsjoco.org](mailto:dana@bbbsjoco.org)

If you are unable to apply online, you can mail your resume and a cover letter (to include what makes you a phenomenal candidate and why you want to work at Big Brothers Big Sisters as well as your salary requirements) to: BBBS JoCo Attn: Dana Phelps, 608 S College St. Warrensburg MO 64093

**COVID-19 CONSIDERATIONS**

Effective September 13th, 2021, BBBSKC requires all new hires be fully vaccinated for COVID-19 prior to starting work. Prospective employees are considered fully vaccinated two weeks after the second dose of a two-dose vaccine (Moderna or Pfizer) or two weeks after a single-dose vaccine (Johnson & Johnson). BBBS will require proof of vaccination and consider requests for exemption from this requirement during the offer phase as a reasonable accommodation for medical reasons or sincerely held religious beliefs where the accommodation would not cause BBBS undue hardship or pose a direct threat to the health and safety of others.

**EQUAL EMPLOYMENT OPPORTUNITY**

BBBSJoCo provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

BBBSJoCo is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.