



## JOB DESCRIPTION



<b>Position Title:</b> Recruitment and Development Manager	<b>Job Code:</b>	<b>Overtime Status:</b> Full-time (37.5 hours), non-exempt
<b>Department:</b> Development	<b>Location:</b> Knoxville	
<b>Reports To:</b> Chief Development Officer, <i>with dotted line to Senior Director of Programs</i>	<b>Number of People Supervised:</b> 2; 1 full-time, 1 part-time	

### POSITION PURPOSE

Big Brothers Big Sisters of East Tennessee is thrilled to announce an opening for Recruitment and Development Manager.

This new position is critical to the mission of Big Brothers Big Sisters of East Tennessee and the agency's continued growth and success. The primary purpose of the role is to recruit mentors and to manage the agency's 2GEN grant, funded through the state of Tennessee. The incumbent will be creative, flexible, hardworking, with an eye for high-level customer service. Though the first two years of the role will be entirely grant-funded, the position will continue beyond state funding, as a critical role in the agency's strategic plan goal of serving more than 1,000 youth annually through a one-to-one mentor.

**Performance Measures:** The successful Recruitment and Development Manager will be measured on meeting the requirements of the job description; on volunteers recruited and enrolled to BBBS-ETN mentoring programs; on annual volunteer inquiries; on successful administration of the Tennessee Assistance for Needy Families (TANF)/2Gen grant; on effective management of two or more development positions; on working effectively in a team environment; and on demonstrating the values of Big Brothers Big Sisters of East Tennessee.

### ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Build an effective and sustainable mentor recruitment plan in order to reach the goals outlined by the Tennessee Assistance for Needy Families/2Gen grant.

Research and implement effective recruitment practices for long-term volunteers as utilized by other BBBS affiliates and additional youth-serving organizations.

Collaborate with BBBS-ETN staff and volunteer leadership—including the agency's Program Committee—to develop and document an evidence-based and sustainable mentor recruitment strategy, paying particular attention to the agency's aim of recruiting mentors from diverse backgrounds, including Mentors of Color.

In consultation with BBBS-ETN DEI committee, implement recruitment plan to engage diverse mentors.

Attend recruitment opportunities such as volunteer fairs, networking events, Lunch and Learns, etc.



Track recruitment activities and outcomes utilizing BBBS-ETN's CRMs.
Report recruitment activities and outcomes to BBBS-ETN staff and volunteer leadership, including the Board of Directors, BBBS-ETN Program Committee, and BBBS-ETN DEI Committee.
Lead monthly recruitment meetings.
Refine recruitment strategies based on outcome measures, participant input, and continued research.
Maintain accurate records on all recruitment and stewardship efforts.
Assist with TANF/2Gen Match activities and parent/family engagement events and trainings, as needed.
Manage BBBS-ETN grants program, specifically those relating to TANF/2Gen.
Remain current on agency grant goals to determine volunteer needs and recruit to meet those needs.
Alongside Chief Development Officer and contract grant writer, maintain grant calendar including deadlines, assignments, status, details, etc. for applications and reports.
Ensure appropriate recognition is given to granters.
Assist development team with agency marketing and outreach efforts.
Assist with website redesign and updates, especially as they relate to volunteer and child recruitment.
Assist with mentor stewardship and engagement of efforts.
Support Program Committee meetings.
Collaborate with agency DEI committee.
Participate in public speaking engagements in conjunction with CEO, including TV, radio and other media opportunities.
Serve as a liaison between BBBS-ETN and the State of Tennessee, attending trainings, community events, and other activities.
Collaborate with agency event leads to ensure volunteer recruitment is incorporated in all development and program events.
Attend all necessary internal team meetings, as well as external meetings.
Other duties, as assigned.

#### **EDUCATION & RELATED WORK EXPERIENCE**

##### **Education Level/ Years of Related Work Experience:**

**(minimum & preferred educational requirements necessary to perform this job successfully)**

3-5 years' experience in sales, marketing, or non-profit development required. Bachelor's degree in marketing, communications, or social services preferred.

#### **SKILLS AND KNOWLEDGE**

	<b>Required</b>	<b>Preferred</b>
3-5 years' experience in sales, marketing, or non-profit development;	<b>X</b>	
Management experience;	<b>X</b>	
Ability to utilize databases and CRMs to track and report data;	<b>X</b>	
Exhibits high level of customer service;	<b>X</b>	



Ability to communicate effectively, both orally and in writing;	<b>X</b>	
Demonstrated ability to make presentations that move people to action;	<b>X</b>	
Ability to develop and produce grants and other proposals;	<b>X</b>	
Ability to determine informational needs, to collect and analyze information, and to devise and develop statistical analyses and reports;	<b>X</b>	
Ability to analyze and interpret financial data and prepare financial reports, statements and/or projections;	<b>X</b>	
Knowledge of grant funding policies and procedures, as applicable local, state and federal regulations;	<b>X</b>	
Ability to use time effectively;	<b>X</b>	
Attention to detail;	<b>X</b>	
Adaptability and ability to adjust to shifting priorities;	<b>X</b>	
Ability to maintain confidentiality;	<b>X</b>	
Collaboration and communication skills;	<b>X</b>	
Bachelor's degree in marketing, communications, or social services		<b>X</b>

<b>LOCAL TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)</b>	<b>25-50%</b>
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<b>WORK ENVIRONMENT/PHYSICAL REQUIREMENTS</b>
<b>(Describe any specific workplace conditions and/or physical abilities that are related to and/or required by this job)</b>
<p>Due to the COVID-19 pandemic, this role will be partially remote, though some training and meetings may be in-person. Additional requirements, include:</p> <ul style="list-style-type: none"> <li>• Must be able to work proficiently with computers and other office equipment.</li> <li>• When safe to do so, required to travel approximately 25-50% of time to meet potential partners, vendors or consultants, attend conferences and meetings, etc. Travel is within East Tennessee.</li> <li>• Must have reliable transportation. Drivers of privately owned vehicles must have valid driver's license and meet state required automobile insurance minimums.</li> <li>• Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving check.</li> </ul> <p>Routine office environment. Employee must display the following character while on duty: must be motivated; consistent; hardworking; passionate and concerned with the mission and vision of Big Brothers Big Sisters ETN; maintain a high level of professionalism; must be open-minded; understanding; personable; work with a high level of intentionality and integrity; be an active team member by cooperating, having a sense of unity, sharing common goals, and community with a high level of effectiveness; and must have patience and knowledge. Regular and predictable attendance. Ability to get along with others.</p>



Core Competencies	High Performance Indicators
<b>Resilience &amp; Flexibility</b>	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
<b>Communication - Verbal and Written</b>	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
<b>Decisiveness &amp; Judgment</b>	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation; use an awareness of formal and informal decision-making channels to achieve desired results.
<b>Gets Results</b>	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
<b>Customer Focus</b>	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
<b>Problem Solving &amp; Analysis</b>	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.



<b>Relationship Building</b>	Able to deal effectively with people in order to get work accomplished; adjust own interpersonal approach to fit the interpersonal style/needs of others; recognize the impact of one's behavior on others; build a network of internal and external contacts to meet job responsibilities.
<b>Strategic Alignment</b>	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.

**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 qualified individuals with disabilities to perform the essential functions.

The employee will frequently talk; hear; stand; and be subject to repetitive wrist, hand, and/or finger movement. Occasionally, the employee will sit, walk, or drive. On rare occasions the employee will grasp; reach; reach with their hand/arms; stoop, kneel, crouch, crawl; climb or balance; or move up and down from or to a sitting position on the floor. Visual activities include clarity of vision at twenty (20) feet or more. The employee will need a concentrated attention level. The employee will regularly lift up to five (5) pounds. On rare occasions the employee will lift up to twenty (20) pounds.

**Equal Employment Opportunity**

BBBS provides equal employment opportunities to all qualified individuals without regard to race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; genetic information; disability; citizenship status; military status; veteran status; or any other category protected by law.

**Americans with Disabilities Act**

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

**Job Responsibilities**

The statements above reflect the general duties, responsibilities, and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS-ETN may change the specific job duties with or without prior notice based on the needs of the organization.

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date: Dec. 30, 2020</b>	<b>Revision Date: Jan. 7, 2021</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature:	Date:
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature:	Date:
<b>Human Resources:</b>	
Signature:	Date: