



**JOB TITLE:** Match Support Specialist

**REPORTS TO:** Director of Match Success

**FLSA STATUS:** Exempt - \$42,500 a year (based on experience)

**LOCATION:** Knoxville/Tri Cities, TN

### **About Big Brothers Big Sisters of East Tennessee**

Big Brothers Big Sisters of East Tennessee defends potential in children through strong and enduring, professionally supported one-to-one relationships that change lives for the better, forever. Children and youth enrolled in the program achieve measurable outcomes, including educational success, avoidance of risky behaviors, higher aspirations, greater confidence, and better relationships. This mission has been the cornerstone of the organization's 53-year history in the Knoxville area. The team is fun, industrious, and immensely dedicated to our mission.

### **Commitment to JEDI**

It is not enough to say we are committed to justice, equity, diversity, and inclusion (JEDI). We must work intentionally and diligently to bring about change. To empower the potential of all young people, we must ensure all young people have the opportunity to have a strong mentoring relationship in their lives. We are actively working to promote justice, equity, diversity, and inclusion throughout our organization. This commitment extends not only to an inclusive hiring and recruitment practice, but also to the policies, processes, and procedures that our staff, families, mentors, donors, and community partners rely upon to create connections within the East Tennessee communities we serve.

We recognize that compensation is just one aspect of the overall rewards and benefits package that we offer to employees. We also provide a range of benefits and perks, such as medical, dental, vision, retirement plan, professional development opportunities, flexible hybrid work schedules, and work-life balance programs, to support the overall well-being of our employees.

### **Job Summary**

Essential to BBBS-ETN's success, the primary function of the Enrollment and Match Specialist is to ensure that volunteers and children are appropriately enrolled and matched while executing a high degree of independent judgement when utilizing BBBS standards and practices. A high-level customer service, with a focus on child safety, is to be demonstrated throughout the volunteer and child enrollment and matching process. The successful incumbent will produce positive outcomes in the following areas: volunteer enrollment and processing time, youth enrollment, customer satisfaction.

### **Essential Functions**

1. Continually assess the match relationship, focusing on child safety, match relationship development, positive youth development, and volunteer satisfaction; ensuring potential problems and barriers are identified, addressed, and resolved as early as possible.
2. Provide match support Provide match support on a frequency according to BBBSA Standards, at a minimum.
3. Assess and provide individualized training for mentors, mentees, and families, ensuring a positive youth development experience for children and satisfying experience for volunteers.
4. Ensure high level expertise in applying child safety and risk management knowledge, policies, and procedures.
5. Develop strategic interventions to identify and strengthen match relationships.
6. Effectively utilize surveys to assess program impact on youth development.
7. Conduct exit interviews in person or by phone with all parties at match closure to assess reasons for match closure and re-match potential, sending all match closures to director for completion.
8. Share with Chief Development Officer potential partnership relationships as discovered through volunteers' and parents' employment and/or other affiliations.
9. Promote all engagement and training activities provided by BBBS-ETN during match support calls, follow up emails, and texts.
10. Attend all staff and team meetings, as appropriate, contributing and collaborating with other

departments on projects/events.

11. To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards, utilizing relationship technology. Utilize all provided technology for record keeping, appointments, calls, and other functions of position.
12. Provide monthly match stories to Chief Financial Officer to be used in grant reporting, stewardship of donors, and additional acknowledgements.
13. Other duties, as assigned.

### ***Knowledge, Skills, and Abilities***

1. Goal-driven approach to work with a demonstrated ability to develop a rapport with individuals and organizations from diverse sectors.
2. Proficiency in Microsoft Office; including Word, Outlook, and Excel.
3. Excellent written and oral communication skills reflecting solid customer service both in-person, by email, and telephone.
4. Ability to form and sustain appropriate child and adult volunteer-based relationships, with focus on positive youth development.
5. Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising, and/or negotiating.
6. Ability to use time effectively.
7. Adaptability and ability to adjust to shifting priorities.
8. Ability to collaborate with teammates.
9. Ability to collect meaningful data and draw solid conclusions.
10. Attention to detail.

### ***Work Environment/Physical Requirements***

1. Must be able to work proficiently with computers and other office equipment.
2. Must have reliable source of transportation, valid driver's license, and meet state required automobile insurance minimums.
3. The employee will frequently talk; hear; stand; and be subject to repetitive wrist, hand, and/or finger movement. The employee will sit, walk, and drive.
4. Flexible work hours are required to meet customer needs. If home visitation is indicated, must travel to local communities and neighborhoods.

### ***Preferred Training and Experience***

1. Assessment and relationship development experience with child and adult populations.
2. Understanding of child development and family dynamics.
3. Bachelor's degree preferred in social services, human resources, or related field. If no degree, experience in social services, child development, or related work.

### ***Position Contacts***

Internal contacts include agency staff and leadership team. External communication will be as a representative of the organization.

### ***Equal Employment Opportunity***

It is the policy of Big Brothers Big Sisters of East Tennessee to provide equal employment opportunities to all candidates and all employees 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**

Employees must be able to perform all essential job functions, with or without reasonable accommodation.

**Job Responsibilities**

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and 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.

To apply, a letter of interest and resume should be emailed to [Careers@tennesseebig.org](mailto:Careers@tennesseebig.org) with "Match Support Specialist" listed in the subject line.