



Big Brothers Big Sisters®

OF MIAMI

JOB DESCRIPTION

Position Title: Intake Specialist	Overtime Status: Salary-Non Exempt
Department: Intake	Location: BBBS Miami 550 NW 42 Ave Miami, FL 33126 We serve youth in Miami Dade and Monroe Counties.
Reports To: Director of Community Engagement	Number of People Supervised: 0

HIRING COMPANY DESCRIPTION

Big Brothers Big Sisters (BBBS) of Miami is an award-winning* innovative organization that ignites the potential within each and every child and advocates for them to explore the endless possibilities of what they can accomplish. Since 1958, BBBS of Miami has been South Florida’s premier mentoring organization, defending the potential of future leaders in the community by matching at-risk youth (Littles) with committed adult mentors (Bigs). These relationships – strategically matched based on Littles’ needs and Bigs’ backgrounds and skills, as well as common interests, aspirations, and personalities – empower Littles to achieve their full potential and become productive members of the community.

***Awards and Recognition:** BBBS of America Pinnacle Award (2021, 2020, 2019), BBBS of America Gold Standard (2021, 2020, 2019 2018, 2013), Take Stock in Children of Florida Gold Standard (2021, 2020, 2019, 2018), BBBS of America Quality Achievement Award (2017, 2016, 2015), BBBS of America Agency of the Year (2013), BBBS of America Board of the Year (2013). Mentoring & Community Empowerment Award (100 Black Men of America, Inc.); NOVO Award for Program Innovation: School to Work Program (Greater Miami Chamber of Commerce); Community Partnership National Finalist: School to Work Program (Mutual of America). Recognized by the Office of Juvenile Justice and Delinquency Prevention as an “evidence-based model” of mentoring. Recognized by The Children’s Trust of Miami-



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Dade County as a "premier mentorship organization" with an "evidence-based" youth development program model.

HIRING COMPANY VISION

All youth achieve their full potential.

HIRING COMPANY MISSION

Create and support one-on-one mentoring relationships that ignite the power and promise of youth

POSITION PURPOSE

Responsible for efficient implementation of intake process for volunteers and families/children across all BBBS programs including 1-1 mentoring, group mentoring and wrap around service, provide assistance to all Program staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Qualifications:

1. Competence in use of Office 2000 programs
2. Excellent customer service/telephone skills, professional demeanor. At least 1 year experience in sales or customer relations position
3. Organized and detail-oriented
Excellent data entry skills.

ROLE AND RESPONSIBILITIES

Quality, efficient processing of volunteer and child applications in all BBBS programs according to agency policies and procedures:

Setting up and maintaining organized files across all program departments.



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Maintain knowledge of all current program and BBBS offerings including 1-1 mentoring, group mentoring and wrap around services.
Maintaining adequate documentation of processing tasks and contacts
Entering all processing information in Matchforce and other systems as necessary.
Effectively communicating with volunteers, families and other agencies regarding applications, with attention to customer service.
Collection of all collateral data
Multi-task between all programs to complete applications
Processing volunteer fingerprints for background checks, office/field
Maintain knowledge of all current agency policies and procedures and adequately communicate these to inquiring volunteers and families/agencies
Respond to volunteer and child/family inquiries. Apply volunteer recruitment skills to effectively engage potential volunteers and youth across all programs.
Ensure all necessary demographic information is collected and inputted in database before completing Intake process for all children/youth and volunteers.
Collaborate with Partnerships, Enrollment/Matching teams and Group Engagement and Mentoring to maintain excellent community/corporate partnerships and meet agency/program enrollment goals.
Process all volunteers through required screening policies and virtual procedures to address child safety.
Approach duties with an attitude of professionalism, precision and passion.
In all duties, incorporate the broader vision of BBBS which includes, excellent customer service, serving youth in various and multiple ways in our building, capturing stories that communicate our success, and cultivating relationship that increase the quantity and quality of friends and funders.
Work remotely when needed



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Education Level:

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

High school diploma, GED, Associate degree preferred.

Bilingual in Spanish and/or Creole is required and/or a plus

Years of Related Work Experience :

(minimum & preferred related work experience necessary perform this job successfully)

Routine office environment with flexible work hours to meet customer needs. Reliable transportation is required to travel to local communities and neighborhoods, Some evening/Saturday hours required.

TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME

<5%

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Physical Demand

DESCRIPTION

Stationary Position Must be able to remain in a stationary position at least 50% of the time

Traverse Must be able to move about the inside of the office

Communicate Must be able to exchange accurate communication

Operate
etc.) Must be able to operate office productivity machinery (i.e. computer, copier
etc.)

Lift Must be able to lift office equipment up to 25 pounds



Equal Employment Opportunity

BBBS of Miami provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability, or any other federal, state or local protected class.

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. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Commitment to Diversity, Equity and Inclusion

BBBS of Miami values diversity and inclusiveness in the workplace, including with respect to the Agency Board, staff, and volunteers. The Agency has set a goal to build a diverse, high-performing workforce based on the Agency's core values and has set forth a set of written commitments, outlined in the Personnel Policy Handbook, in accordance with this goal.

Job Responsibilities

The above statements 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 of Miami may change the specific job duties with or without prior notice based on the needs of the organization.

Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification, it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

Background Clearance

BBBS of Miami, mandatory complete FDLE background clearance on all employees pre-employment and tri-annually thereafter. The Agency adheres to all applicable Federal, State and Local Laws regulating the use of backgrounds for the purpose of employment, along with the Standards of Big Brothers Big Sisters of America.



Drug-Free Workplace

Big Brothers Big Sisters is committed to being a drug-free employer. Although some State/Local Laws permit the use and possession of marijuana for both medical purposes and recreational use, Federal Law does not. Where the State Law and Federal Law differs, Big Brothers Big Sisters of Miami will typically comply with Federal Law and that is our position regarding marijuana. Following Federal Law, in the absence of State/Local Law to the contrary, Big Brothers Big Sister of Miami considers marijuana to be an illegal drug for the purposes of our policies. Therefore, the legalization of marijuana does not affect Big Brothers Big Sisters of Miami rights to enforce our drug and alcohol policies, including our drug testing policies. Testing positive for marijuana may result in disciplinary action, up to and including termination of your employment.

ACKNOWLEDGEMENTS	
Creation Date:	Revision Date:
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: