



Position Description
for
MENTOR RECRUITMENT & ENGAGEMENT COORDINATOR
(New Position as of 2/1/23)

The Mentor Recruitment & Engagement Coordinator plays a key role in the Programs Department by recruiting qualified, dedicated volunteer mentors for all Big Brothers Big Sisters of Central Iowa (BBBSCI) mentoring programs. This position will also help to engage current volunteer mentors, youth mentees, and families through activities and by identifying and stewarding relationships within the community to advance our mission. This position provides an excellent opportunity to directly influence the successful growth and sustainability of BBBSCI and reports directly to the Director of Programs.

Big Brothers Big Sisters of Central Iowa works to defend, ignite, and empower potential in youth through strong, enduring, and professionally supported mentoring relationships between adult volunteers (Bigs) and children (Littles), ages 5 through 18, in Polk, Dallas and Warren counties. BBBSCI partners with parent/guardians, volunteers, schools, donors and others in the community to be accountable for helping youth in our program achieve:

- 1) educational success,
- 2) avoidance of unhealthy behaviors, and
- 3) higher aspirations, greater confidence, and better relationships.

EMPLOYMENT CATEGORY:

- Full-time – 40 hours per week; eligible benefits include generous PTO, 11 paid holidays, medical and dental, vision, life, disability and other voluntary insurance, and 401(k) matching
- Non-exempt – compensated on an hourly basis and is overtime eligible

POSITION SUMMARY:

The primary duties of the Mentor Recruitment & Engagement Coordinator are to successfully execute the mentor recruitment process and implement successful activities that maintain mentor engagement for BBBSCI. This position will rely on experience, knowledge, strong collaboration, and decision-making. It is the expectation of this role to deliver with excellence to successfully accomplish the agency's goals.

POSITION RESPONSIBILITIES:

Function 1: Mentor Recruitment

- Lead recruitment efforts by creating a strong pipeline of qualified mentors with a focus on genders and ethnicities that align with the demographics of our mentee waitlist
- Develop and implement comprehensive volunteer mentor (Big) recruitment strategies to meet recruitment goals and objectives
- Maintain a monthly recruitment and community engagement calendar and dashboard to support the ongoing refinement of Big recruitment strategies



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- Represent BBBSOI widely throughout the community by planning, organizing, and executing Big recruitment opportunities such as Lunch and Learns, volunteer/resource fairs, business presentations, community events, etc. (frequent evening and weekend work expected)
 - Assist with the execution of volunteer mentor information and orientation sessions both in-person and virtually
 - Work collaboratively with other members of the Community-Based team (match support, child enrollment, and volunteer enrollment) to intentionally match enrolling children with potential Bigs/volunteers as needed

Function 2: Mentor Engagement

- Coordinate regular agency-sponsored/supported match activities, including communicating events and opportunities with matches through emails, managing sign ups and RSVPs, etc.
- Provide match support to a small caseload by contacting the volunteer, parent and child regularly to ensure adherence to program guidelines and child safety, and to offer appropriate coaching to help nurture the mentor-mentee relationship as needed
- Coordinate mentor appreciation activities
- Work with Communications Specialist to capture match activity pictures
- Other duties as assigned by Director of Programs in support of the organization's mission

POSITION QUALIFICATIONS:

- Bachelor's degree or 3-5 years of successful experience in related field – volunteer recruitment, outreach, customer service, sales preferred
- Mission driven about youth development, mentoring, and serving a diverse community
- Passionate about Big Brothers Big Sisters' mission
- Demonstrate strong sales skills; follow through; detail-oriented, self-starter; able to manage multiple competing tasks
- High level of proficiency with MS Office suite (particularly Word, Outlook, PowerPoint, and Excel) and competency to learn technology platforms used by BBBSOI
- Excellent communication skills and strong collaboration skills
- Comfortable in a fast-paced environment; demonstrated ability to work under pressure
- Champion of diversity, equity, inclusion, and belonging
- Work a flexible schedule according to agency needs, which will include frequent evening and weekend hours
- Pass Department of Criminal Investigation, Department of Transportation and Child Abuse Registry background checks
- Possess a valid US driver's license and willingness to travel

COMPETENCIES NEEDED TO BE SUCCESSFUL WITHIN BBBSOI:

- Inclusive, resilient, resourceful, with a service-to-others mindset
- Innovative thinker and problem-solver
- Strong work ethic, initiative, time-management, and organizational skills
- Excellent interpersonal skills with a diverse group of colleagues and stakeholders
- Exemplary customer service skills
- Excellent verbal and written communication skills
- Excellent time management and prioritization
- Flexible schedule



To apply: Please send resume, cover letter, and salary requirements to:

Tony Leo
Director of Programs
Big Brothers Big Sisters of Central Iowa
tleo@bbbsia.org