



OPEN POSITION

Data & Systems Manager

ABOUT US

The mission of Big Brothers Big Sisters is to provide children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that changes their lives for the better, forever.

ABOUT THIS POSITION

The purpose of this position is to ensure that volunteers and parents receive excellent customer service and efficient enrollment processing.

CHARACTERISTICS OF A SUCCESSFUL CANDIDATE FOR THIS POSITION

The successful candidate for this position is resourceful & tenacious, as great phone etiquette, provides excellent customer service, and has attention to detail.

EDUCATION & EXPERIENCE

A high school diploma or GED is required, Bachelor's degree preferred. Spanish speaking required. Three years' experience working with youth and families required. Experience working with data systems required.

DAY TO DAY RESPONSIBILITIES

Respond to volunteer and parent inquiries in a timely manner. Solicit and manage RSVPs for trainings. Complete volunteer references. Enter all relevant and necessary information about volunteer, parents and children's demographics and ensure details of their enrollment process is captured in Salesforce.

TRAINING

Extensive initial and on-going training on the Big Brothers Big Sisters Delivery System and other topics relevant to providing social services is provided to the successful candidate.

SALARY RANGE & BENEFITS

Medical, dental, disability and life insurance benefits are provided. A Medical plan at no cost to the employee is available. The agency has between 10 and 12 holidays each year and employees can accrue up to 21 additional paid days off per year depending on the length of their employment. A simplified pension plan is also provided for the employee after 2 years of employment. Mileage is reimbursed. Staff development opportunities are provided. Full benefits and salary information is available upon request.

HOURS

FT schedule: Tue/Wed/Thurs 10am-7pm, Fri 8am-5pm, Sat 10am-2pm

HOW TO APPLY OR ASK QUESTIONS

Apply at Indeed or forward resume to careers@bigmentor.org