



Big Brothers Big Sisters
of Calgary and Area

Engagement Coordinator (Admin and Systems)
Full Time Position (37.5 hours per week)
1 Year Contract

Big Brothers Big Sisters of Calgary and Area (BBBS) is a volunteer-driven organization that provides mentoring programs for children and youth in schools and communities throughout Calgary and surrounding areas. Mentorship is a proven strategy for youth resiliency, future orientation and social support. The presence of a caring adult in a young person's life impacts individuals, society, workplaces, families and communities.

BBBS currently has an exciting and rewarding career opportunity for an enthusiastic **Engagement Coordinator** to join the organization. The incumbent provide backbone support to the engagement team by ensuring the systems and processes are in place to facilitate effective client and volunteer enrollment. The position requires flexibility of schedule to work regular evening and weekend hours.

ACCOUNTABILITIES:

Volunteer and Client Engagement

- Take all prospective volunteer inquiry calls and emails and provide information based on what they are looking for;
- Maintain a solid knowledge of all agency programs and services;
- Agency reception duties as required;
- During initial contact with a volunteer create an initial sense of affiliation with BBBS Calgary and Area whether that is to a specific program, program location or to the agency as a whole;
- Ensure that all prospective volunteers contacting the organization receive an engaging and positive response as well as clear information about next steps that will occur if they were to apply.

Volunteer and Client Processing

- Ensure on line application systems, reference notifications, and bookings for on line telephone pre-screens, interviews and training are well coordinated and seamless.
- Manage all on-line booking systems for volunteers and clients and ensure they are working at an optimal level.
- Effectively assign all incoming volunteer applications to other engagement team members to initiate ownership of that volunteer.
- Collect and send off all police information checks (PICs) and Child and Youth Intervention Checks (CYIMs) for processing by third parties and subsequently receive completed documents and record all in/out and results data related to these checks.
- Identify and reduce any barriers interfering with initial application process.
- Upload all volunteer applications and ensure the transfer of information occurs quickly and correctly.

Provide overall administrative support to the volunteer and client enrollment team and consult with them on initial volunteer applications.

COMPETENCIES:

- Excellent customer service;
- Strong relationship building skills and dedicated to meeting the expectations and requirements of volunteers and clients;
- Commitment to empowering clients and volunteers through a strengths-based approach;
- Excellent written and oral communication skills, with efficiency and attention to detail;
- Knowledge of issues specific to children and youth facing adversity including poverty, neglect, child abuse, domestic violence, and mental health;
- Cultural awareness, and an engagement approach that is inclusive, and meets the needs of the diverse populations we serve;
- Strong organizational and multi-tasking abilities, including the ability to meet deadlines with high quality of work;
- Demonstrated ability to show initiative and work both independently and as part of a team; and
- Experience and knowledge of databases and all Microsoft programs, including Word, PowerPoint, Outlook, and Excel.

QUALIFICATIONS:

- Post-secondary diploma or degree in a human services field;
- Office administration experience including the use of databases ;
- Demonstrated ability to effectively engage volunteers;
- A language in addition to English will be considered an asset.

Closing Date: Friday, November 9th, 2018 or until position is filled.

Submit Cover Letter and Resume To:

Human Resources
5945 Centre Street SW
Calgary, AB
Email: hr.calgary@bigbrothersbigsisters.ca
Fax: #403-777-3525

Big Brothers Big Sisters of Calgary and Area offers a competitive salary and health benefits.

Big Brothers Big Sisters of Calgary is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.