



## ADMISSIONS SPECIALIST

<b>Position Title</b> Admissions Specialist	<b>Job Code</b> N/A	<b>Status</b> Regular Full-Time – Non-Exempt
<b>Department</b> Programs	<b>Location</b> Administrative Office	
<b>Reports To</b> Program Director	<b>Number of People Supervised</b> None	
<b>Work Schedule</b> Monday-Friday 10:00am- 6:00pm and regular weekends and evenings as necessary	<b>Salary/Wage</b> \$42,000- \$48,000 annually	

### POSITION PURPOSE

The Admissions Specialist is responsible for performing the intakes, screening, enrolling, and matching process for all prospective mentors and referred mentees to the BEST Kids program according to established policies and procedures. The Admissions Specialist is also responsible for the assistance in planning a robust and effective pre-service training program for mentors.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas- training satisfaction rates, enrollment timelines and mentor retention, and match retention and closure rates

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Screening and Enrollment Duties

- Adhere to all program and agency policies and procedures with emphasis on safety, professionalism, and efficiency.
- Work closely with Recruitment and Communication Specialist to ensure sufficient and appropriate prospective volunteers are applying to become mentors.
- Guide and support prospective mentors to complete screening process in a timely manner.
- Interview prospective mentors, mentees, caregivers, and social workers to establish appropriateness for program and to collect matching preferences and training needs.
- Determine the acceptance of prospective mentors of other program volunteers into the BEST Kids programs based on results of background checks, reference checks, interviews, and any other data collected from volunteers.
- Maintain prospective mentor engagement through a variety of tactics including, but not limited to, maintaining regular communication with prospective mentors, soliciting feedback from prospective mentors, and supporting Recruitment and Communication Specialist in planning social events for prospective mentors.
- Maintain timely and accurate records and utilize technology to report, synthesize and analyze data.
- Other duties that relate to prospective mentee and mentor enrollment.

#### Matching Duties

- Collect all available data and information and utilize it to make appropriate mentoring matches that will be safe and sustainable.
- Identify and document safety issues or other concerns for volunteers, children, and their caregivers.
- Compile and communicate regular program reports that accurately reflect program statistics and issues.
- Develop and maintain strong working relationships with mentors, mentees, caregivers and other service providers.
- Coordinate and facilitate match introduction meetings in cooperation with Mentoring Support Specialist.

## **Training Duties**

- Assist in developing and implementing training curriculum that is interactive, adequate, and relevant.
- Identify and utilize current research and best practices to guide training curriculum and offerings.
- Coordinate all logistical tasks related to trainings, including securing venues, arranging refreshments, compiling training materials, etc.
- Identify and document safety issues or other concerns for volunteers and report them in a timely manner.
- Assist in the engagement and strategic utilization of the agency Advisory Board to enhance program trainings.
- Maintain timely and accurate records and utilize technology to report, synthesize and analyze data.

## **Other Duties**

- Promote BEST Kids and present program options to corporations, community groups, schools, and other groups of potential volunteers, participants, and donors.
- Attend and participate in all agency and department staff meetings.
- Assist in maintaining a safe and healthy work environment.
- Attend and assist in planning and preparing for agency events.
- Represent the programs department in agency fundraising activities.
- Provide program data for grant writing and reporting purposes.
- Other duties as assigned.

## **EDUCATION & RELATED WORK EXPERIENCE**

- Minimum Bachelor's degree in social services, human resources, education or related field required
- Two or more years of working with youth, program design and management, and/or social work
- Experience supervising staff or volunteers preferred
- Comfort working in high-poverty neighborhoods

## **SKILLS AND KNOWLEDGE**

- Proficiency in technical areas such as Microsoft Office, including Word, Outlook, and Excel
- Strong organizational, planning, and facilitation skills
- Ability to relate well in cross-cultural environments
- Ability to effectively collaborate with other program staff, agency partners, and advisors
- Ability to communicate effectively and interactively through presentations and trainings
- Ability to use time effectively
- Ability to focus on details
- Ability to adapt to shifting priorities
- Ability to form and sustain appropriate employee relationships
- Ability to effectively utilize supervisory skills including guiding, supporting, confronting, advising, negotiating, and coaching
- Ability to critically collect and analyze data and problem solve
- Ability to maintain confidentiality throughout daily operations
- Ability to accurately document match information in writing

## **WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

- Routine office environment
- Work hours and work location flexible to meet customer and agency needs
- Access to reliable car and a valid driver's license required
- Must pass criminal, child protection, and sexual registry background checks including a health and TB screening

## **CORE COMPETENCIES**

- **Attention to Detail**-Able to review data/documents for accuracy and consistency; take action to prevent mistakes; follow procedures closely; keep records accurate and up to date.
- **Customer Focus**- Able to build rapport with customers, listening and responding effectively and efficiently to meet their needs; identify unexpressed customer needs and potential products/services to meet those needs; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results; provide a welcoming and inclusive experience for all with diverse perspectives, talents, backgrounds and/or styles.

- **Flexibility, Resilience, & Response to Change-** Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous, adapt to shifting priorities in response to the needs of internal and external clients; quickly recognize situations/conditions where change is needed; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
- **Communication - Verbal and Written-** Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
- **Gets Results-** Able to demonstrate high personal work standards and a sense of urgency about results; do everything possible to meet goals and deadlines without sacrificing quality; persist in the face of changing circumstances; accept responsibility for the outcomes of his/her own work.
- **Influencing-** Able to persuade and enlist others' support in accomplishing objectives; motivate/reassure prospective volunteers and youth/families to enrollment by using data or logic to aid them in their decision; use different influence approaches as appropriate.
- **Planning & Organizing-** Able to create detailed work plans; balance the need for adequate planning with the need for action; avoid wasting time on tasks that yield low value; use resources efficiently; create and monitor measures to chart the progress and impact of assignments.
- **Relationship Building-** Able to deal effectively with people in order to get work accomplished; adjust own interpersonal approach to fit the interpersonal style/needs of others; recognize the impact of one's behavior on others; build a network of internal and external contacts to meet job responsibilities.
- **Problem Solving & Analysis-** Able to gather appropriate data and diagnose the cause of a problem before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
- **Strategic Alignment-** Able to align own work objectives with the organization's strategic plan or objectives; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes.
- **Valuing Diversity-** Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.
- **Professionalism-** Punctual and reliable; maintains professional appearance; practices professional office etiquette; communicates and

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

BEST Kids 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 protected class recognized by Federal or State law.

### ***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.

### ***Job Responsibilities***

The following 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. BEST Kids may change the specific job duties with or without prior notice based on the needs of the organization.

## **ACKNOWLEDGEMENTS**

**Creation Date:** 1/7/14

**Revision Date:** 11/5/2018

**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:**