

Job Title: Enrollment Specialist

Organization: Big Brothers Big Sisters of the Permian Basin

Location: Midland, TX

Closing Date: 3/19/26

Job Description:

Introduction: The Enrollment Specialist will have the primary responsibility of guiding our parents, youth, and volunteers through the enrollment process at Big Brothers Big Sisters to include application, training, interview, and other collateral needs. The mission of our agency is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

Qualifications:

A documented bachelor's degree from an accredited college or university • Driver's license, access to reliable transportation, and clear background check required. • Salesforce/Matchforce and Microsoft Office experience are preferred.

Job Responsibilities:

Conduct enrollment, support, referral and training procedures for children, guardians, and volunteers. • Schedule interviews and appointments promptly. • Make professional assessments of child/youth and volunteer suitability for the program. • Match children/youth with volunteers according to established Service Delivery Model procedures. • Manage a caseload of mentors (Bigs) and youth (Littles) who are paired in a mentoring relationship as needed, not to exceed 12 matches. • Respond promptly to all contacts from children, guardians, and volunteers. • Ensure real and/or potential problems and/or barriers are identified and addressed and resolved as early as possible. • Provide information and referral services to children, guardians, and volunteers. • Ensure any match issue(s) requiring additional leadership, guidance or support are brought to the attention of the Program Director. • Immediately reports all suspected violations of child protection laws, Agency policies and BBBSA standards to the Program Director and Executive Director (as appropriate). • Maintain up-to-date, accurate and detailed documentation and database records of all interactions, according to Big Brothers Big Sisters' standards. • Review/discuss issues with the Program Director, keeping Program Director aware of critical issues. • Maintain the confidentiality of all youth, guardians, and volunteers. • Attend professional development and training sessions as recommended and required. • Occasional light work that could include moving objects up to 20 pounds.

Ideal Job Candidate:

Youth-serving experience with a passion for supporting children and families through strength-based strategies. • Familiarity with the educational and social service systems and child protection practices and laws. • Excellent organizational and time management skills with the ability to manage a multitude of tasks with a strong attention to detail and follow through. • Exceptional written and verbal communication skills reflecting outstanding customer service. • Ability to think critically, effectively provide responsive coaching, and draw solid conclusions based on information provided. • Comfortable engaging in challenging conversations with excellent conflict management and interpersonal skills and the ability to solve social and emotional situations. • Able to work both independently and as a team member. • Relate effectively to diverse groups of people from varied social and economic communities. • Able to work on a flexible schedule but primarily Monday through Thursday 8AM- 5PM and Friday 8AM – 12PM and the occasional after-hours events.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by an individual assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, or required skills. Employees must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodation will be provided to enable employees to perform the essential function of their job, absent undue hardship. Contents may be subject to change to meet the needs of the organization.

How To Apply:

Email resume to J.hayes@bbbspermiabasin.org