

## **Customer Relations Specialist**



**Big Brothers Big Sisters**  
of Northeastern Wisconsin

**Employer:** Big Brothers Big Sisters of Northeastern Wisconsin  
1345 W. Mason Street  
Green Bay, WI 54303

**Hours:** 40 hours per week

**Shift/Work Days:** Weekdays, 8-4:30; position may require occasional evenings and weekends

**Openings:** One

### **Overview**

Big Brothers Big Sisters of Northeastern Wisconsin is looking for a professional, organized individual with excellent oral and written communication skills who will be responsible for providing high-level customer service; and for providing administrative support for the agency staff and board of directors.

### **Responsibilities**

- Serves as agency's receptionist answering phones, directing calls and greeting visitors to the office ensuring all volunteers, donors, clients, etc. receive an engaging, positive and personalized phone and in-person response promoting Big Brothers Big Sisters' programs.
- Supports Executive Director on scheduling, filing, meeting preparation, proposal writing. Updates and maintains Board of Director records.
- Supports Director of Operations by performing HR, accounting and office management functions.
- Works with the Program Director and team on enrollment: moving the volunteer from the point of first contact to active enrollment through the best means possible, eliminating any barriers interfering with the process. Sends forms or program information as needed to volunteers, families or school administrators.
- Performs letter composition, mailing, duplicating, printing, filing, copying projects, word processing and data entry responsibilities necessary to the administration of the Agency and its programs.
- Supervises agency mass mailings and processing of incoming/outgoing mail.
- Coordinates meetings including scheduling, ordering food, preparing agendas, creating meeting packets, arranging for audio/visual equipment, etc. for Board of Directors, Committees and/or any other meetings as requested.
- Prepares materials including, but not limited to correspondence, notices, minutes, mailings, speeches and presentations as requested.
- Enters all inquiries and pertinent data into database, ensuring accuracy and timelines of information systems.
- Assists in the planning and execution of agency events.
- Attends Agency functions as required.

### **Qualifications**

- Excellent oral communication skills reflecting solid customer service both in-person and via the telephone.
- Proficiency in technical areas such as Microsoft Office; including Word, Outlook and Excel.
- Ability to relate well in multi-cultural environments.
- Ability to effectively collaborate with other staff in a team-oriented environment.
- Ability to focus on details.
- Ability to adapt to shifting priorities and able to answer to multiple demands from multiple directions simultaneously.
- Strong organizational and time management skills.
- Excellent interpersonal skills demonstrating an ability to establish positive relationships.
- Able to exercise judgment regarding matters of significance.

### **Requirements for position**

- Must have a valid driver's license and automobile insurance in the amount required by the state of Wisconsin.
- Pass a background check.

- 2 years customer service or communication experience.
- 2 years office experience.

**If interested**

Please send resume and cover letter to:

Big Brothers Big Sisters of Northeastern Wisconsin  
Attn: Director of Operations  
1345 West Mason Street  
Green Bay, WI 54303

Or via email to Joyce Anderson at [joycea@bbbsnew.org](mailto:joycea@bbbsnew.org)