



Alaska Fellows Program position description

Big Brothers Big Sisters of Alaska Enrollment Specialist and Community Coordinator Juneau, Alaska

www.bbbsak.org

This position is part of the [Alaska Fellows Program](#). All fellows live together, “in community,” in their respective host site. Each host site is unique and remarkable.

*Fellows receive housing, a \$1200 monthly living stipend and a \$750 relocation stipend.
The fellowship includes facilitated and funded opening and closing retreats.*

For other questions about the application process, email applications@alaskafellows.org.

Work Term: September 1, 2026 - May 31, 2027

Host: Big Brothers Big Sisters of Alaska

Location: Juneau, AK

Contact: Casey Brewer, casey.brewer@bbbsak.org

Title: Program Specialist and Community Coordinator Fellow

This role will require occasional nights and weekend commitments, but your time will be flexed to accommodate the schedule shifts.

WE ARE:

Defenders of potential. Big Brothers Big Sisters of Alaska is a forward-thinking agency that works with community members to help ignite the potential in our Alaskan youth. We do so by creating mentoring relationships between our Bigs and Littles. We believe that one of the most powerful ways to change the trajectory of a young person's life is a consistent relationship with a positive, caring adult mentor.

YOU ARE:

An individual curious about what it takes to create a movement and make a real impact in their community. A collaborative and cross-culturally effective communicator. Someone who understands the power of mentorship and can speak to it. A person who can convey the values of Big Brothers Big Sisters of Alaska to a room full of strangers to help bring our vision to life. A highly organized professional who can shift from one task to another smoothly. You understand the importance of customer service and support participants with professionalism and enthusiasm. You are thoughtful about relationships with Alaska Native Organizations, Corporations, and Tribal entities. You believe in the power of inclusion.

JOB SUMMARY:

This dynamic position provides direct service across all communities served by Big Brothers Big Sisters of Alaska, with a focus on Juneau. The role involves recruiting volunteers, conducting community outreach, and supporting local efforts to build relationships in alignment with statewide engagement plans.

The position is responsible for delivering high-level customer service throughout the enrollment and matching process for both youth and volunteer mentors. This includes conducting enrollment interviews and assessments, ensuring child safety, building impactful and constructive mentoring relationships, and fostering a strong sense of connection to Big Brothers Big Sisters.

This position will work with participants across all communities served by Big Brothers Big Sisters of Alaska, while being particularly mindful of Alaska Native people, land, and cultures where we operate.

JOB RESPONSIBILITIES:

Adhere to the mission, vision, and values of Big Brothers Big Sisters of Alaska.

Program (Enrollment and Customer Relations):

- Send forms or program information as needed to volunteers, families or school administrators.
- Check references and conduct background checks for volunteers.
- Immediately bring to the attention of other staff, concerns that surface during interviews, background checks and references that may influence the volunteer enrollment process
- Enter all inquiries and pertinent data into the database, ensuring accuracy and timeliness of information systems.
- Assess volunteer fit for BBBS and conduct volunteer enrollments (virtual/in-person), including orientations, interviews, training, and completion of enrollment processes.
- Conduct youth enrollments (virtual/in-person), including parent/youth interviews, orientation, safety education, and enrollment procedures. Refer families to additional services as needed.
- Apply youth safety and risk management knowledge and procedures consistently in all job functions. Identify safety issues for volunteers, youth, and families.
- Address barriers that hinder the enrollment process and assist with volunteer references, escalating concerns to the supervisor as necessary.
- Conduct volunteer and youth reassessments/updates as required, reviewing enrollment information and making participation recommendations.
- Align volunteer qualifications and interests with program needs, making recommendations for successful matches based on individual assessments.
- Maintain accurate, timely records in line with BBBSA Standards of Practice and BBBSAK Functional Standards.
- Utilize technology to synthesize and report data, facilitate match meetings, and recommend additional training and support needs to Match Support Specialists.

- Collaborate with service delivery staff to ensure smooth transitions and represent the organization at assigned events.
- Other duties as assigned.

Community Coordinator:

- Identify potential partnerships with local agencies, employers, and school districts.
- Participating in community meetings, coalitions, and events for the purpose of engaging volunteers and donors.
- Act as a point of contact for the local community as needed.
- Cultivate and steward relationships with local donors, community leaders, and other stakeholders.
- Maintain local records in accordance with agency standards.
- Provide local staff support to any special events or fundraisers.
- Participate in local grant development.
- Notify leadership of grant opportunities.
- Assist with grant applications and reports.
- Maintain relationships with grant administrators.

JOB COMPETENCIES:

The ideal candidate demonstrates resilience and flexibility, maintaining professionalism and high productivity in stressful situations while quickly rebounding from setbacks. They build strong relationships with both internal and external customers, anticipating and addressing needs, and adapting communication styles accordingly. The candidate excels at clear verbal and written communication, active listening, and accurate translation of information. They exhibit sound judgment in decision-making, balancing the need for action with when to escalate issues. Results-driven, they meet goals and deadlines while ensuring quality and efficiency. They effectively solve problems, analyzing data to anticipate challenges and develop solutions. The candidate aligns their work with the organization's strategic objectives and leverages technology to enhance efficiency.

JOB QUALIFICATIONS:

Must have a high school diploma/GED equivalent, and meet one of the following criteria:

- A documented bachelor's degree, from an accredited college or university, in a related field, or within six months of degree completion;
- A documented associate's degree or two years of higher education experience, from an accredited college or university in a related field, and two years of relevant work experience in related fields such as social work, counseling, social services, child development, or other related fields;
- Four years of relevant work experience in related fields, such as social work, counseling, social services, child development, or other related fields.
- Experience working with both youth and adult populations, specific assessment, intake, or interview experience, preferred. Must have access to reliable transportation.

REQUIRED SKILLS AND ABILITIES:

Excellent oral and written communication skills reflecting solid customer service and high-level interviewing skills. Ability to form appropriate assessment-based relationships.

Experience or knowledge of trauma-informed care. Strong commitment to the BBBS Core Values of Access, Belonging, and Opportunity. Maintain confidentiality throughout daily operations. Effectively collaborate with other staff. Use time effectively and focus on details. Ability to collect meaningful data and draw solid conclusions. Proficiency in Google Drive products.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS:

This position will telecommute/work from home. Flexible work hours to meet customer needs. This position primarily works a M-F 9 - 5, except for special events and the need to adapt to meet customer needs on occasional nights and weekends. This is a 40-hour/week position. Must travel to local communities and neighborhoods for in-person events. Ability to sit in meetings and work effectively using a computer for long periods of time.

Work Authorization: This host organization is currently unable to sponsor visas.

Application Materials: A complete application should include a cover letter, resume, and two references. Supporting examples of related work are preferred but not required.

Contact Information: Casey Brewer, casey.brewer@bbbsak.org, 907.290.7670

To Apply: Please complete the google form linked [HERE](#) including submitting all requested application materials.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Contents may be subject to change to meet the needs of the organization.