



**JOB DESCRIPTION**

<b>Title</b>	Mentor Coordinator (MC)		<b>Overtime Status</b>	Full time Exempt (depends on salary)	
<b>Department</b>	Advancement	<b>Location</b>	ABQ	<b>Direct Supervisor</b>	CDO
<b>Direct Reports</b>	0-3 (Interns, Work Study Students as available)				

**POSITION PURPOSE**

**Primary Objectives:** Responsible for strategy and execution of plans to recruit volunteers, ensure volunteers have an exceptional experience, coordinate activities of the Mentor Advisory Council (MAC), and serve as primary liaison between Advancement, Enrollment, and Programs. Coordinate cross-departmental efforts to streamline and provide quality services for transitions between recruitment/enrollment/matching. Coordination includes creating/updating procedures, providing oversight and manager accountability, recommending/setting/tracking KPIs, and recommending/assisting with staff and volunteer training. Align efforts with annual plans, budgeting, recruitment and benchmark goals, and more.

**Key Elements of Mentor Experience Quality Assurance:**

- **Coordinate the MAC** – Co-chair MAC meetings and coordinate/support actions to create social, supportive mentoring opportunities, to improve the mentor experience, for the purpose of retaining satisfied mentors, attaining mentor referrals, and providing quality services to youth.
- **Coordinate mentor recruitment campaigns** – Coordinate/assist with campaigns to engage mentors as advocates to recruit more mentors.
- **Analyze/improve enrollment (pre-match) and support (post-match) process** – Engage scheduled customer service feedback surveys, data analysis, team strategy sessions, BBBSA best practices, and other methods to collect and analyze data and input to inform quality processes to endure volunteer satisfaction and retention.

**Key Elements of Advancement:**

- **Mentor Recruitment** - Collaborate with Advancement to set/execute weekly, monthly and annual goals to recruit and retain mentors, aligned with agency metrics. Contribute to group and individual outreach moves.
- **Fundraising** – Assist with events to secure participants, coordinate event logistics, and meet/exceed revenue targets. Responsible for managing a portfolio of current accounts and acquiring new accounts.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Mentor Advisory Council 20%**

- **Coordinate the MAC:** Co-chair meetings, set/track goals, support subcommittees, ensure council members are consistently engaged, coordinate mentor meet-ups, and more. **Resources:** surveys, federation best practices and resources, MatchForce data, etc. **Collaborate:** with department leaders, MAC, and active mentor groups, MAC members. **Deliverables:** set/meet benchmark goals for annual and monthly growth from baseline in number of mentors attending mentor events, participating in social groups, etc. and other scorecard benchmarks. Report to AD/CDO on all committee activities and next steps.
- **Stewardship plan:** Assist CDO to build/execute annual communication and stewardship plan to keep volunteers engaged and passionate about our mission
- **Mentor engagement activities/events:** Help coordinate volunteer activities, from onboarding new mentors, to mentor buddies and ‘Pod’ mentor groups, to mentor social groups, and more



### **Mentor Experience Quality Assurance 30%**

- **Advise enrollment procedures impact volunteer satisfaction:** Analyze procedures and recommend/implement process improvement in the enrollment (pre-match) process. Assess data and customer feedback, researching/exploring best practices for efficiency, quality, high yield, quality training, customer service, and more. **Collaborate** with JEDI, program teams, Advancement, and more. **Resources:** includes surveys, scorecard data, best in class sister agency resources, BBBSA toolkits, and more. **Deliverables:** set/meet benchmark goals for annual and monthly growth from baseline in satisfaction, yield rate, enrollment time, and other scorecard benchmarks.
- **Advise program support procedures impact volunteer satisfaction:** Analyze procedures and recommend/implement process improvement in the support (post-match) process. Research/explore best practices for constant contact, quality, effective coaching, ongoing training, and more. **Collaborate** with JEDI, program teams, Advancement and more. **Resources:** includes surveys, best in class sister agency resources, iMentor toolkits, HS Leadership toolkit, and more. **Deliverables:** set/meet benchmark goals for annual and monthly growth from baseline in retention rates, match length, satisfaction, and other scorecard benchmarks.
- **Coordinate team strategy and efforts throughout the mentor engagement process,** from recruitment through matching and support, to ensure quality mentor experiences. Identify what is not working, innovative ideas, and more, and create monitoring and reporting processes to track quality services. **Deliverables:** monitoring schedule, quality benchmarks, monthly or quarterly reports.
- **Match Closures** – establish/complete consistently scheduled match closure procedures. Includes identifying graduating matches, other matches approaching closure, and recently closed matches. Engage mentors to assess commitment to continued agency support as a donor or volunteer. Ensure volunteer is effectively and accurately transitioned in classification and support from active match to reassessment, RTBM, donor status, alumni status, or other classifications. Ensure procedures include regular and clear communication on the volunteer's status, to both staff and volunteers. Establish quality control measures, with manager accountability, to ensure volunteers receive scheduled contact. Create/utilize MatchForce reports for data analysis. **Deliverables:** monthly reports and recommendations; weekly reports April-June for senior matches; 30% mentor retention rate.

### **Mentor Recruitment (25%)**

- **Goals:** Participate with a team to meet aggressive volunteer mentor recruiting goals. Goals align with volunteer yield rate; three inquiries/contacts to one new match. Meet monthly and weekly “moves” (benchmarks to achieve annual goals).
- **Strategies:** Participate with team to make high ROI moves with a diverse approach, to include in-person individual meetings, group presentations, tablings, phone calls, emails, texts, social media touches, and more. Conduce a mix of moves weekly. Participate in campaigns for high impact, short-term goals (includes 60 Men in 60 Days, January Mentoring Month, and Bring a Friend).
- **Resources:** include ideas from past campaigns, company newsletters, marketing resources, etc.
- **Deliverables:** set/meet benchmark goals for annual and monthly growth from baseline in mentor referrals, enrollment rates, new matches, active matches, yield rates and volunteer retention and other scorecard benchmarks.
- **Engage Closed matches** – obtain match closure date monthly; enroll mentors in alumni program; update/execute mentor alumni plan of action; engage alumni in recruitment campaigns; on annual basis, administer communication or survey to assess interest in reengaging

### **Fundraising (15%)**

- **Annual Events** - Participate with Advancement team to plan/execute annual fundraising events to include Bowl for Kids' Sake (BFKS), Discovery Festival, MatchMakers Breakfast, Gala, third party fundraisers, and more.
- **Committees** - Participate in committees to include board and at large volunteers.



- **Presentations** - Demonstrate a comprehensive understanding of and passion for the Big Brothers Big Sisters mission, outcomes and impacts. Develop/deliver passionate and convincing presentations, using a full range of materials and methods as appropriate for the target audience. Train agency staff and board in the delivery of effective presentations, discounts, and more.
- **Donor stewardship** - Develop and execute stewardship moves for each account.
- **Documentation** - Document client moves in databases and/or other tools as required.
- **Deliverables:** manage a donor portfolio; set/meet 'moves' goals; achieve individual and team donor participation and revenue targets

**Other duties as assigned (10%)**

**EDUCATION:** Bachelor's Degree preferred

**RELATED WORK EXPERIENCE:** *In years, minimum & preferred, as necessary perform this job successfully*  
 3 to 5 years of successful sales, fundraising, event planning, customer service or grassroots campaign experience preferred.

**TRAVEL REQUIREMENTS (as a percent of FTE):** 75%

SKILLS AND KNOWLEDGE		
Skill description	Required	Preferred
Goal-driven approach to work with a demonstrated ability to develop a rapport with individuals from diverse sectors.	X	
Demonstrated success in sales and project management.	X	
Persuasive written and face-to-face verbal communication skills with proven bottom-line results.	X	
Ability to successfully work in a team environment.	X	
Enthusiasm, positive sense of humor and can do attitude.	X	
Must own a car.	X	
Ability to be flexible in job duties and responsibilities in an ever-changing work environment	x	
Ability to speak a second language a plus.		X
Ability/willingness to work evenings and weekends, and travel across seven counties, as needed	x	

COMPETENCIES	
Creativity, Innovation and Initiative	Able to work independently, with a minimum of supervision while achieving aggressive outreach goals. Able to generate creative ideas to solve problems and improve work methods; apply novel approaches to improve or enhance results; collaborate with team members to share best practices and brainstorm creative approaches; assess situations to uncover new opportunities or overcome obstacles.



Customer Focus	Able to build strong working relationships with external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and meet customer needs; prioritize work in alignment with the needs of the customer; use knowledge of customer to improve own work results.
Gets Results	Able to demonstrate high personal work standards and a sense of urgency about results to meet goals and deadlines; maintain high performance by viewing failures as learning opportunities and rebounding quickly from setbacks or rejections; persist in the face of repeated challenges; accept responsibility for the outcomes of his/her own work.
Relationship Building	Able to build rapport and cultivate effective short and long term relationships with others; adjust own interpersonal approach to fit others' perspectives, needs, cultures, or styles; recognize the impact of one's behavior on others; utilize a range of internal and external networks and resources to meet job responsibilities and reach specific influential people.

Flexibility & Achieving Change	Able to adapt to shifting priorities in response to the needs of external clients; quickly recognize situations/conditions where change is needed; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
Influencing	Able to persuade and enlist others' support in accomplishing objectives; effectively "sell" benefits of service to others; use data, logic and/or customer testimonials to influence others; develop effective working relationships with others who can help promote acceptance of own ideas; use different influence approaches as appropriate.
Planning & Organizing	Able to create and execute a plan of action to meet targets; balance the need for long term planning with short term objectives; avoid wasting time and resources on tasks that yield low value; monitor the progress and impact of assignments.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community drives/affects the business; maintain perspective between the overall picture and tactical details.

**WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

*Work place conditions and/or physical abilities that are related to and/or required by this job*

- Travel across eight county service area, with primary work in/around metro ABQ.
- Attend evening/weekend activities/events
- Carry/haul equipment, including banners, tables, chairs, IT equipment, and any other materials needed
- Spend most of time in the field, conducting donor and volunteer recruitment visits/activities

**DISCLAIMERS**

- *Equal Employment Opportunity:* BBBS-CNM 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.
- *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 above 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. BBBS-CNM may change the specific job duties with or without prior notice based on the needs of the organization.

**ACKNOWLEDGEMENTS**

<b>Employee Signature</b>		<b>Date</b>	
<b>Direct Supervisor Signature</b>		<b>Date</b>	
<b>CEO Signature</b>		<b>Date</b>	