

JOB ANNOUNCEMENT

Training and Support Coordinator



About iMentor

Founded in 1999, iMentor has quickly become one of the largest and most innovative mentoring organizations in New York City. Over the last ten years, iMentor has developed and refined a new kind of mentoring model, combining email communication and in-person meetings to prove (1) that even the busiest, most successful New Yorkers have time to be quality mentors and (2) that formal mentoring programs can flourish in NYC's most underserved communities.

iMentor partners with schools and after school programs to match high school-aged youth one-to-one with volunteer adult mentors (matches range between one and four years in length). Beginning with one classroom in the South Bronx, iMentor has matched and supported over 7,000 mentor-mentee pairs in the last eight years. iMentor currently has a waiting list of both volunteer mentors and partnering schools waiting to join iMentor's vast network of participants and is preparing to embark on an ambitious five-year growth plan (including national expansion through iMentor Interactive and growing the core mentoring program in New York City).

FOR MORE INFORMATION ON iMENTOR, VISIT OUR WEBSITE: www.imentor.org

About iMentor Interactive

History— In recent years, iMentor has received frequent calls from organizations (around the world) looking to add iMentor's innovative mentoring model to their programming. In 2004, in response to this demand, iMentor began the development of a new e-mentoring platform which allows interested and qualified non-profit organizations to:



- (1) **add mentoring** to what they do
- (2) **enhance existing mentoring** programs
- (3) build **alumni or peer-to-peer mentoring** networks.

What is iMentor Interactive (iMi)?— iMentor Interactive is an online social network built specifically for mentoring and available primarily for youth-development organizations, providing participants and staff with the tools and expertise necessary to run a quality mentoring program, instantly. The platform provides a range of features including online applications (for mentors and mentees), weighted matching (individualized strength of match scores), secure/safe messaging (email), scheduling/calendaring, individual profiles (online case histories), curriculum management, and a comprehensive series of reporting and evaluation tools.

In the fall of 2007, iMentor launched iMi's national roll-out with the aim of creating more than 10,000 new mentor-mentee pairs in the next five years. iMi has signed on 30 partner organizations throughout the country, representing almost 4,000 users. iMentor continues to receive frequent requests from organizations that would benefit from the tools of the platform, making the demand for iMi apparent. iMentor seeks to meet the needs of all of these organizations.

FOR MORE INFORMATION ON iMENTOR INTERACTIVE, VISIT: www.imentorinteractive.org

iMentor Snapshot

- ✓ During the 2007-08 program year, iMentor matched 800 pairs (1,600 participants)
 - ✓ **98%** of mentees have never had a mentor before joining the program
 - ✓ **96%** of mentees say their mentor is someone they can "trust and depend on"
 - ✓ **85%** of mentees said iMentor made them a better student
 - ✓ **98%** of mentors would recommend iMentor to a friend or coworker
 - ✓ **70%** of volunteers have never been mentors before joining the program
- AFTER COMPLETING THE iMENTOR PROGRAM
- ✓ **94%** of mentees graduated high school
 - ✓ **77%** enrolled in college



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iMentor is seeking a dynamic and methodical individual as a new **iMi TRAINING AND SUPPORT MANAGER (TSC)**. Reporting directly to the iMentor Interactive Managing Director, the TSC is key to iMi's quality service. S/he is responsible for ensuring that member organizations seamlessly and successfully incorporate iMi into their programming. The TSC's delivery of Training and Support for member organizations will include close implementation coordination with Partnership Managers and delivering premium training services, configuring member sites to meet their customized needs, quality assurance testing of the iMi platform and ongoing support for iMi members. *Some of this quality assurance testing will require weekend work.* iMi is well-positioned for ambitious growth (in both reach and depth). Importantly the TSC will keep a close eye to the programmatic needs and technical needs of the wide array of organizations using iMi. The TSC will also provide support to the iMi Partnership Manager with research and data entry when necessary. Successful candidates will be highly organized and process oriented, possess the ability to effectively communicate with a diverse range of contacts with varying degrees of technological understanding. Flexibility will also be a key requirement for this position as iMi will continue to grow and change.

Responsibilities

Training

- Assist in the maintenance of training materials tailored to iMi member needs
- Actively seek to learn and use efficient training methods and products for distance and sustainable learning
- Deliver member trainings; individual and group
- Provide additional training consulting services to iMi members specific to their needs
- Follow workflow with Partnership team around implementation and Training
- Work closely with Managing Director on Training practices and innovations

On boarding and Support

- Manage and respond to all incoming helpdesk inquiries, including gaining a clear understanding of reported issues, troubleshooting reported issues, and logging all inquiries received
- Configure and customize member sites
- Follow the workflow of the issue tracking (ticket) system for member issues, maintaining accurate and up-to-date records on all support issues
- Provide programmatic and technical support to member organizations
- Use best practices for member support
- Prioritize member issues
- Develop support documents and videos for technical support self-service

iMi KEY MILESTONES

In 2004, iMentor decided to build the iMi platform, designing it to scale for thousands of users enrolled at hundreds of non-profits across the nation and making the platform customizable to best meet each organization's needs. iMi's evolution has included the investment of top-tier organizations working together to create a platform that has the potential to revolutionize mentoring.

- ✓ January 2005, iMentor begins to build iMi with [NPower NY](#)
- ✓ Summer 2006, iMi Phase 1 build completed
- ✓ Fall 2006, iMi launches with 1,500 users in iMentor's core mentoring program
- ✓ Winter 2006, the [Robin Hood Foundation](#) connects iMentor with [McKinsey & Co.](#) consultants, working pro bono to create iMi's business plan and national roll-out strategy
- ✓ Spring 2007, [100 Women in Hedge Funds](#) awards iMentor with a start-up grant for iMi's national roll-out.
- ✓ Summer 2007, iMi's Phase 2 build begins
- ✓ FALL 2007, **iMi LAUNCHES**—NATIONAL ROLL-OUT.
- ✓ Fall 2007, iMi signs its first Beta partners
- ✓ June 2008, iMi completes FY07 with 11 member organizations
- ✓ April 2009, iMi supports more than 30 member organizations

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- Work closely with the Managing Director to provide regular support statistics as well as plan for ongoing innovation of support practices

Partnership Support

- Help to develop and improve iMi's web presence and marketing materials
- Draft partner contracts and invoices
- Perform administrative tasks and data entry, as needed
- Follow-up with members to ensure client satisfaction and troubleshoot challenges

Qualifications

- Bachelor's Degree required and at least two years of work experience
- Fluency in MS Office required – website development preferred
- Experience working in an IT setting, providing support to IT specialists, as well as end users
- Strong verbal and interpersonal skills
- Experience delivering training
- Capacity to take on new challenges and multi task in a fast-paced setting
- Strong attention to detail and organization
- Experience with customer service role preferred
- Personal qualities of integrity, credibility, enthusiasm, and the ability to demonstrate a sincere and deep commitment to the mission of iMentor and the possibilities of youth mentoring

Compensation & Benefits

- \$30,000 - \$40,000, commensurate with the responsibilities of the position and the experience of the candidate
- Comprehensive employer-funded medical and dental coverage
- 12 paid annual vacation days first year (increase second year) and paid holidays

How to Apply

- Please send a detailed cover letter and a resume to jobs@imentor.org indicating "iMi Training and Support Coordinator" in the subject line.
- We will respond if we require further information
- **NO PHONE OR FAX INQUIRIES WILL RECEIVE A RESPONSE.**

IMENTOR, INC. IS AN EQUAL OPPORTUNITY EMPLOYER