



## **Resource and Program Support Specialist**

Mentor Central Ohio

### **Department Mission**

**MENTOR Central Ohio is a division of Big Brothers Big Sisters of Central Ohio and an affiliate of MENTOR: The National Mentoring Partnership with the mission of strengthening youth mentoring programs through training, organizational consulting, and capacity building.**

**Reports To:—Director, Mentor Central Ohio**  
**Status: Non Exempt 40 hours**

### **Position Responsibilities**

Provide administrative and technology support for the daily operations for Mentor Central Ohio. Provide a leadership approach to using Salesforce and developing and maintaining Salesforce data and reporting for Mentor Central Ohio. Provides training, technical assistance, and program support to partners and funders as directed and delegated by the Director of Mentor Central Ohio.

### **Partner and Program Support**

- Support trainings for partners
  - Prepares training materials for partner trainings
  - Supports payables and receivables process collaboratively with the finance team
  - Coordinate training calendar in partnership with Manager of Training and Program Quality (MTPQ)
  - Collects and reports quarterly training and event data related to grant performance
  - Manages training logistics and data
  - Create summary reports of data for quality improvement
- Collect and maintain records and calendar for programs including attendance at training, demographics and evaluation results.

### **Customer Service**

- Manage incoming calls and emails and route to appropriate staff
- Manage and maintain marketing collateral in collaboration with the Director and the AVP of Marketing and Communications
- Manage Mentoring Connector for volunteer recruitment site
- Serve as initial point-of-contact for prospective Partner Organizations by completing an intake process to determine service suitability

### **Technical and Administrative Support**

- Assist in the development and maintenance of the Customer Relationship Management (CRM) system through Salesforce.

- Edit and maintain Salesforce records, reports, as well as support Salesforce usage, including but not limited to, reports, fields and picklist creation.
- Collect, organize, research, and maintain high quality, best practice materials and resources
- Develop and maintain content for the MENTOR Central Ohio website
- Establish a strong working knowledge of the various databases and electronic resources share by MENTOR: the National Mentoring Partnership and acts as a support for the MTPQ and our clients.
- Assist in supporting marketing and social media initiatives in collaboration with the AVP of Marketing and Communications and the Director
- Create and manage invoicing and billing process for vendors and partners
- Coordinate team calendar
- Purchase program supplies
- Prepare resources for various meetings and follow-up with notes and appropriate resources
- Maintain process and procedures manual for department

### **Background checks for clients**

- Schedule, deliver, report all background checks
- Conduct all aspects of background checks - Fingerprint, Paper, and electronic
- Initiate automated background check process.
  - Review report and send it to the agency.
  - Create monthly reports and invoices for funders and clients related to background checks delivered
- Schedule and complete partner agency mentor background checks prior to training
- Maintain background check equipment in working order

### ***Position Standards***

- **Customer Orientation** – Effective performers stay close to customers and consumers. They view the organization through the eyes of the customer/consumer and go out of their way to anticipate and meet customer/consumer needs. They continually seek information and understanding regarding market trends.
- **Technical Expertise** – Effective performers are knowledgeable and skilled in a functional specialty (e.g., finance, marketing, operations, information technologies, etc.) they add organizational value through unique expertise in a functional specialty area. They remain current in their area of expertise and serve as a resource in that area for the organization.
- **Interpersonal Savvy** – Relates well to the full range of stakeholders inside and outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; truly values people.
- **Team Player** - Effective performers are team oriented. They identify with the larger organizational team and their role within it. They share resources, respond to requests from other parts of the organization, and support larger legitimate organizational agendas as more important than local or personal goals.
- **Adaptability** – Effective performers are flexible. They adapt quickly and positively to change. They are open to and actively solicit new ideas and opinions.
- **Strategic thinking** - Effective performers act with the future in mind. They plan for and make decisions within the framework of the enterprise's strategic intent. They know and understand the factors influencing strategy (e.g., core competence, customers,

competition, and the organization's current strengths and limitations.) They consider future impact when weighing decisions.

***Position Requirements***

- Must possess a minimum of an Associate degree, Bachelor's degree preferred.
- Must have high level of organization **and excellent customer service skills**
- Must have advanced technology skills including Microsoft Office, Microsoft Excel and Microsoft PowerPoint and databases. Salesforce knowledge and experience is preferred
- Must be flexible to accommodate job responsibilities
- Must have road-worthy transportation, valid driver's license, and insurance to meet job responsibilities
- Must be willing to work with diverse populations and in diverse areas
- On occasion maybe asked to work an occasional evening or weekend (this would be done within the confines of the allotted work hours per week)

To help achieve the mission of the agency, staff may have to assume additional tasks and responsibilities as assigned by the Director of MENTOR Central Ohio and/or CEO/President of Big Brothers Big Sisters or designee.

This job description should not be interpreted as an employment contract. The Agency reserves the right to unilaterally and periodically modify this job description as is consistent with its goals and objectives.

If you have any questions or do not understand the job description as written, please see the Director of MENTOR Central Ohio or the CEO/President of Big Brothers Big Sisters of Central Ohio immediately. If you understand everything completely, please sign and return to the Vice President of Human Resources/Operations.

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Signature

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Date