



**The City University of New York  
Federal Work Study X-SITE Job Description  
Academic Year 2020-2021**

Company Name	Telephone No.:
Company Address	Location Address:
Date Submitted	Location Supervisor:
Additional Location Supervisor's Name and Email	Location Supervisor Email

**\*\*Submit separate forms for each job description**

Job Title: \_\_\_\_\_

Number of Positions Available: \_\_\_\_\_

Job Description: (Please attach job description if necessary):


Please indicate if any special skills are necessary for this position:

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Hours of Work Available per week (no more than 25 hours per week):

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Work is available during the following days and hours:

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Print Supervisor Name

\_\_\_\_\_

Supervisor Signature

\_\_\_\_\_

Date

**Central Office Use Only**

CunyFirst Job Codes: 999 813

CunyFirst Company/Vendor Codes: 0000000 563

**Pay Rate: \$17.00**

**\*\*All positions begin on or after the first day of classes. All positions terminate on the last day of finals. The FWS coordinator will provide you with the applicable dates.**

# SPEAK MENTORSHIP (SPEAK)

## JOB DESCRIPTION

### Mentor Relations Associate

**Job Title:** Mentor Relations Associate (Internship)  
**Job Location:** Remote – New York preferred  
**Immediate Supervisor:** Mentor Experience Manager  
**Employees Supervised:** N/A  
**Pay rate:** Stipend may be provided  
**Work hours:** Part-time; up to 10 – 15 hours per week

**Prepared By:** Hetal Jani,

**Approved by:** Hetal Jani, ED

**Date Approved:** July 2020

### General Description/Position Summary

SPEAK Mentorship connects young people from immigrant backgrounds with professionals in different fields who serve as mentors. These mentors offer guidance and support through structured mentoring sessions with their mentees via video conferencing to promote skills development and establishing clear college and career goals.

The Mentor Relations Associate (MRA) reports to the Mentor Experience Manager and works in collaboration with the Mentoring Program Administrator and Program Director to help recruit, screen, train, assist in matching mentors and mentees, and manage mentors for SPEAK Mentorship Program. The MRA will correspond with potential and current mentors via email, will support the mentor screening and training process, will assist with the development of training and outreach materials, and will organize and maintain important and sensitive records. The MRA may also be asked to assist with research and partner outreach when necessary.

### Duties and Responsibilities

- Respond in a timely manner to mentor application inquiries, and follow up regularly to increase mentor application completion rate
- Pre-screen mentor applications to pass onto to Mentor Experience Manager; may carry out Mentor screenings and reference calls
- Assist the Mentor Experience Manager in preparing and facilitating mentor orientation and training; may carry out
- Utilize tracking and organizational tools to manage and maintain important and sensitive documents and records (Google Suite and Kintone, training provided for latter)
- Create match announcements for mentors and mentees and manage responses
- Assist in developing outreach and training multimedia materials
- Serve as a resource for mentors, monitoring for any progress or challenges via email or phone communication
- Assist in researching potential program partners to help broaden the pool of potential mentors and supporters
- Ability to work independently and as part of a team

- Ability to prioritize and manage multiple projects with attention to detail, handle interruptions, maintain focus on tasks and produce accurate work in a fast-paced environment and under deadline pressure
- Reporting in a timely manner all and any information to supervisors
- Ability to work a flexible schedule including occasional weekends, evenings as needed
- Maintain confidentiality in all matters and strong sense of ethical conduct inspiring confidence

### **Required Qualifications**

The successful candidate will be extremely passionate about the SPEAK Mentorship mission and the aligned mission of the partner organization, will be committed to the organizations short-term and long-term goals, and will fulfill all responsibilities with the highest level of honesty, commitment, dedication, and integrity.

- Effective and consistent communicator, and highly organized and efficient
- Pursuing or received a BA in a relevant area
- Highly skilled at developing interpersonal relationships with individuals of different backgrounds and ages at various stages of their lives and having varying levels involvement with the organization
- Excellent verbal, written, and editing skills with an exceptional attention to detail
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth
- Demonstrated problem solving skills, and flexible and optimistic approach to overcoming obstacles
- Computer literate and technologically proficient in standard word processing, spreadsheet and database software applications; must be proficient in Google Suite
- Passionate about immigrant rights and empowerment and gender equity
- Understands the importance of being culturally competent and culturally responsive, particularly in regards to immigrant populations
- Demonstrated ability to maintain confidentiality and professional ethics in all matters
- Proven ability to assess and adapt to changing priorities, and take initiative in a fast paced start-up environment
- Adoption and strong adherence to organizational values
- Self-reflective and highly empathetic towards others needs
- Friendly and approachable demeanor and ability to speak and represent the organization at all times

### **Working Conditions**

Work may be performed remotely via email, video conferencing, and phone communication.

*This job description does not list all the duties of the job. You may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description. SPEAK Mentorship has the right to revise this job description at any time. The job description is not a contract for employment.*