

Mentorship Program Associate

Do you see the potential?

Do you want to join an exciting startup with an ambitious social mission? Do you want to contribute to the development of a bold and innovative business model with high responsibility from day one? Do you want to do something revolutionary and impactful? Here at Wedu, we hire highly motivated, passionate individuals who are innovative and thoughtful in their approach to getting things done.



Founded in 2012, Wedu is a unique leadership development organization and social enterprise that aims to unlock the leadership potential of young women in Asia to become change-makers in their communities. We do this by providing lifelong, virtual mentorship and innovative financing options for higher education to inspiring individuals who are committed to changing the status quo in their communities – we call these young women ‘Rising Stars’. Today, we are proud to support 301 Rising Stars across 19 countries who form the pillar of a growing community that we believe has the power to achieve large-scale social impact.

The Role

As a Mentorship Program Associate, you will play a key role in the mentorship program, which is a core component of Wedu’s business model and a fundamental way to propel leadership development among Rising Stars. Your role will entail frequent interaction with our Rising Stars and Mentors in a coaching and facilitation capacity, through various communication and program management channels to ensure satisfaction, quality, engagement and continuous learning through Wedu’s Leadership Development Program. This is a unique opportunity for you to shape the future of Wedu and leadership development in Asia that combines process-oriented, customer-focused responsibilities with a personal, relational aspect. We are looking for a person with entrepreneurial spirit who is ready to take on an increasing level of responsibility and autonomy as Wedu grows. In particular, the role involves:

Customer Management

- Building and nurturing relationships with your assigned Rising Stars and Mentors through email and regularly scheduled check-ins over the phone, using a range of coaching, facilitation and reflection techniques
- Responding promptly to your assigned Rising Stars’ and Mentors’ program-related inquiries and issues, while addressing personal issues and funding concerns that arise, as necessary
- Providing guidance and problem-solving support for interpersonal challenges, conflict resolution and development needs between Rising Stars and Mentors
- Maintaining assigned Rising Stars’ and Mentors’ profiles by constantly tracking major updates; recording detailed inquiries, comments and challenges; reviewing and analyzing their progress in order to identify and understand each person’s progress in the program
- Contributing to, implementing and supporting various operational activities associated with mentorship, including mentor selection, matching, onboarding and other team tasks, as needed

Program Development

- Proactively offering ideas and insights to improve the overall customer experience, program effectiveness and efficiency
- Monitoring the quality of service delivery on a regular basis and developing solutions for addressing gaps and areas for improvement
- Contributing to problem-solving processes to ensure an effective, quality program
- Contributing to the preparation of learning and communication material for mentors, mentees and partners

Be the change you want to see

Wedu is a very entrepreneurial organization that is open to new ideas. If you have innovations to propose, make your case and say it out loud, conquer the team and you will have all the support required to implement your ideas. Leadership starts inside.

Do you have what it takes?

- You have at least 2-5 years of previous work experience in a similar customer-oriented role, and you have a desire to grow in a mentoring, advisory and/or coaching capacity, with work experience in developing countries and/or the Asia region a plus
- You are excited about engaging in a customer-facing role approximately 80% of the time, with the expectation to facilitate multiple virtual, individual reflection and check-in sessions with our Rising Stars and Mentors throughout the day
- You have strong interpersonal skills with a natural cross-cultural sensitivity and professionalism
- You have a passionate commitment to promote social change and emerging female leaders from underprivileged communities throughout the region
- You have an entrepreneurial spirit and are not afraid to try something new!
- You demonstrate strong critical thinking and problem-solving skills with high attention to detail
- You are a self-starter with a strong work ethic and ability to work independently with minimal supervision

Other qualifications:

- University degree or above in Psychology, Social Work, HR or a similar field with excellent speaking and writing skills in English
- Proficiency in MS Word, Powerpoint, Excel; familiarity with CRM a plus

Organizational arrangements

We expect from you a minimum commitment of 24 months with a four month trial period. This may be a full-time or part-time position based either in Bangkok or the region – we are open to exploring remote work arrangements for the right candidate, with some flexibility to travel to Bangkok for onboarding/training and team retreats from time to time.

Wedu is looking for several candidates to fill this position, who will be expected to start as soon as possible, on a rolling basis. You will receive competitive pay based on your qualifications and Thai living standards, as well as private health insurance and work permit sponsorship, where applicable, and you will have access to the Wedu network of experts and advisers, who have extensive experience in the development of social enterprises.

Apply Now!

Interested candidates should complete the application form on our website at [Get Involved - Work With Us](#). If you are experiencing problems with the form, please email talent@weduglobal.org.

Applications are accepted and reviewed on a rolling basis, and qualified candidates will be contacted via email for at least 2-3 behavioral and situational interviews that will be conducted by a combination of Wedu's CEO, COO and members of the Leadership Development Team. As part of the selection process, you will also be expected to participate in role play (relevant to this position) and/or conduct mini exercises to further demonstrate your fit and interest with the role.

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