

Mentorship Program Coordinator

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 the next generation of women changemakers across Asia. We do this by providing virtual mentorship, leadership trainings 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 405 Rising Stars across 22 countries who form the pillar of a growing community that we believe has the power to achieve large-scale social impact.



Your role

As the Mentorship Program Coordinator, you will oversee our global, virtual Mentorship Program, which is a core component of Wedu’s social business model and a fundamental way to unlock leadership development for our Rising Stars. In this role, you will oversee the operations, systems and processes of the Mentorship Program, as well as interact with our Rising Stars and Mentors through various communication channels to ensure satisfaction, quality, engagement and continuous learning. 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:

Program Management

- Coordinating and overseeing all Mentorship Program operations, including matching and re-matching, customer service, pair and data management
- Responding promptly to Rising Stars’ and Mentors’ program-related inquiries and issues
- 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 mentor recruitment and selection strategies, as well as designing mentor engagement, retention and referral initiatives
- Monitoring monthly key performance indicators and offering insights and improvements, where applicable
- Contributing to the team effort by accomplishing other tasks, as needed

Program Development

- Proactively designing, testing and implementing ideas to improve the overall customer experience, program effectiveness and efficiency
- Monitoring all aspects of program quality and 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 and experiments. 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 3-5 years of previous work experience in a similar program coordinator role with demonstrated project management skills
- You demonstrate strong critical thinking and problem-solving skills with high attention to detail
- You demonstrate a propensity and comfort in not only managing many details and process-oriented tasks, but also assessing and evolving program policies and procedures as we scale
- You thrive in fast-paced environments and are comfortable with ambiguity and change
- You have experience in data analysis and making data-driven decisions to improve programmatic elements and ensure high customer satisfaction
- You have strong interpersonal skills with a natural cross-cultural sensitivity and professionalism
- You have a passionate commitment to promote social change and women's leadership development, and are willing to go above and beyond in pursuit of our common mission
- You have an entrepreneurial spirit and are not afraid to try something new!
- You are a self-starter with a strong work ethic and ability to work independently with minimal supervision

Other Qualifications:

- Excellent speaking and writing skills in English
- Proficiency in MS Word, Powerpoint, Excel
- ***Strong preference for Thai and Asian nationalities; Western nationals already residing in Thailand or the region are also welcome to apply***

Organizational arrangements

This is a full-time position based in Bangkok, Thailand with a desired start date no later than early October 2017. We expect from you a minimum commitment of 24 months with a four month trial period. You will receive competitive pay based on your qualifications and local Thai compensation benchmarks, as well as private health insurance, other team benefits upon eligibility and full visa and work permit sponsorship, where applicable.

Wedu has flexible working arrangements and leave policy – you are expected to deliver what is required, and working hours are largely dependent upon your time management and productivity. This

role may require travel and odd working hours from time to time, depending on existing and new program demands that accommodate our global community. You will also 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 for this position 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 may also be expected to complete a short exercise to further demonstrate your fit and interest with the role.

Do you see the potential?

