



## **Mentor Coordinator**

The Mentor Coordinator will work closely with the Ozarks Small Business Incubator's (OzSBI) Business Development Specialist and CEO to expand our mentor network, develop new business development programs and services, mentor entrepreneurs, and facilitate workshops. You will be an integral part of the OzSBI team and be boots-on-the-ground working closely with entrepreneurs, community leaders, mentors, and resource partners across the region. The position is vital to increasing OzSBI's engagement across its seven-county service area and to the development of a team of trained volunteer mentors who can support businesses in their communities.

### **Role Characteristics:**

- Outgoing and enjoys networking
- Empowers small businesses
- Delivers excellence
- Willingness to solve any problem
- Creative solution finder
- Attention to detail
- Maintains professionalism and confidentiality
- Enjoys developing programs and putting process in place
- Enjoys working with entrepreneurs and aspiring entrepreneurs at any level

### **Duties & Responsibilities:**

#### **Expand Mentor Network**

- Responsible for the expansion of OzSBI's mentoring program
- Implement national mentor/mentee training program
- Identify new mentors through outreach events and coordination with other organizations, current partners, and new partners across the seven-county area
- Implement mentor certification and appreciation program
- Create and expand mentor/mentee training opportunities
- Identify and leverage other entrepreneurship ecosystem outside of OzSBI service area to identify subject-matter experts who are not available within the service area and find opportunities to make them accessible to the region

- Serve as a business mentor with subject matter expertise and provide one-on-one business technical assistance
- Establish and implement regular mentor meetups/networking activities

### **Outreach Activities**

- Foster strong relationships with chambers of commerce, city and county governments, economic developers, and civic organizations through speaking engagement and sharing OzSBI resources
- Identify business subject matter needs in other communities
- Connect with institutions of higher learning and high schools to promote entrepreneurship in order to develop future business owners
- Develop a comprehensive referral network of programs and partners that align with OzSBI's missions to strengthen collaboration across the region and the state

### **Client Mentoring/Training**

- Implement Pop-up Mentoring program
- Establish Office Hours with subject matter experts and community partners
- Co-teach business startup and business development workshops
- Curate a list of speakers and subject-matter experts who can deliver content at OzSBI and at Pop-up locations
- Survey clients about resources they need or want and develop content related to needs
- Develop ever-green content for OzSBI's website
- Log all mentoring activities in OzSBI's CRM, CitySoft and ensure that other mentors do so, as well

### **Events**

- Occasionally conduct setup and teardown for events
- Provide support as necessary during events and program activities

### **Other Possible Duties**

- Website content management
- Implementation of social media campaigns
- Creation of flyers, newsletter, and press releases
- Manage distribution of content

### **Requirements:**

- Knowledge of entrepreneurial ecosystem and community
- Become a certified mentor through OzSBI's training program
- Become a certified facilitator of business plan development program, such as LaunchU and FastTrac
- Thrive in a fast-paced environment and can take initiative
- Exceptional organizational, time-management and multitasking skills
- Ability to anticipate needs, think outside the box, and innovate at every turn
- Ability to adapt quickly to new technologies
- Ability to meet customers' needs thoroughly and with compassion
- Professional presentation and ability to communicate clearly with management
- Experience with Facebook and Instagram, a plus
- Experience with Canva, Constant Contact, Photoshop, a plus

- Ability to work from 8:15 am-5 pm Monday to Friday with 45-minute break for lunch
- Occasional evenings and weekends may be required
- Able to lift up to fifty pounds

**Qualifications:**

**Education/Experience:** A Bachelor's degree in Business, Accounting, Management, or a related field is required. Or an Associate's Degree and a minimum of five years' experience in business management, consultation, project management, finance, marketing or program development. Successful experience in operating and managing a business and/or owning a small business is preferred.

**Skills:** Strong oral and written communication skills, excellent interpersonal and organizational skills are required. Public speaking and teaching skills required. Strong computer technology skills with proficiency in Microsoft Office, Excel, Word, PowerPoint, Publisher, and PDF files. The ability to develop knowledge of, respect for, and skills to engage with those of other cultures or backgrounds is required. Familiarity with Customer Relationship Management (CRM) software is a plus.

**Compensation:**

Salary is commensurate with experience in the field. Total compensation including benefits \$40-42K based on experience. There is opportunity for advancement in this position.

**Benefits:**

- 50% paid employee medical insurance
- 10 days paid vacation first year
- 18 paid holiday time off
- 5 sick days first year

**How to Apply:**

Interested candidates must submit a cover letter, resume, and completed Application for Employment form. Application for Employment forms are available online at [www.ozsbi.com](http://www.ozsbi.com) Please email cover letter, resume, and application form to [heatherfisher@ozsbi.com](mailto:heatherfisher@ozsbi.com). You may also mail or hand-deliver to Ozarks Small Business Incubator, Heather Fisher, 408 Washington Avenue, West Plains, MO 65775

**The position is open until filled. Interested candidates can direct questions to [Heather Fisher](#) at 417-256-9724.**

*Ozarks Small Business Incubator is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment via the MO Relay Service at 711.*