



Position Description

Position Title: **Program Officer - MicroMentor LAC**

Date: **September 2013**

Primary Location: **Mexico City, Mexico**

Position Status: **1.0 FTE, employee of Causas.org in Mexico City**

Current Employee: **None**

PROGRAM/DEPARTMENT SUMMARY:

MicroMentor is a Mercy Corps program that empowers business owners and experienced business mentors to connect in mentoring relationships. Mercy Corps is collaborating with Causas.org to launch MicroMentor in Mexico. This initiative is funded through a grant provided by the Inter-American Development Bank (IDB). This project will scale access to business mentoring and expertise by partnering with enterprise development organizations (also referred to as Affiliates) to enable these agencies to incorporate a low-cost, high-impact mentoring program into their service mix. The project goal is to help small and medium entrepreneurs build successful businesses with the end goal of helping them to grow faster, generate more revenue, and employ more people.

GENERAL POSITION SUMMARY:

The Program Officer works with the MicroMentor team to drive the growth of the program. S/he will manage and support ongoing program operations, including: coordination and reporting to key stakeholders such as the IDB or other funders, partnership development, marketing and outreach, workshop facilitation, and monitoring and evaluation. The Program Officer will likewise contribute to overall program strategy and eventually towards developing a revenue-generating business model for MicroMentor in Mexico. The Program Officer will initially support the assessment and planning activities for the Business Mentoring Platform: conducting interviews and focus groups with local entrepreneurs and prospective mentors, meeting with potential partner organizations and other stakeholders, developing a governing board, and coordinating the adaptation of the mentoring platform to ensure cultural sensitivities are met.

ESSENTIAL JOB FUNCTIONS:

Set-up and Planning

- Conduct early-stage market assessment to identify necessary adaptations to make the program culturally appropriate for the Mexican context. This will include preparing for and conducting a series of personal interviews with key stakeholders, a series of focus groups, and usability testing of the online platform. Compile and present findings and suggested changes to the project team.
- Support platform/program adaptation to meet specific needs of Mexican participants.
- Develop a roadmap which includes detailed plans for stakeholder outreach, participant recruitment, training and support, and monitoring and evaluation.
- Coordinate the production of Mexico-specific materials, including a program toolkit, marketing materials, and training materials for partners and individual participants.

Program Support and Development

- Act as the main liaison between Mercy Corps and Causas.org ensuring that the MicroMentor platform is bringing value to both organizations, facilitating tighter integration where possible, and utilizing the strengths of each organization.
- Develop partnerships with Enterprise Development Organizations and Mentor referral partners (e.g., for-profit companies, professional networks, business schools, etc.)
- Provide excellent partner support to these organizations as they integrate MicroMentor into their service offerings, this will include: supporting staff at partner organizations in their outreach and

marketing to participants, integrating partner organization and MicroMentor processes so that they run efficiently, co-hosting mentoring workshops with participants, and training affiliate staff in providing customer service to their participants.

- Lead fundraising efforts for Mexico, including identifying new funding opportunities, supporting the writing of proposals and reports, and the oversight of donor relations. Coordinate with the MicroMentor team and Causas.org to develop a cost recovery/revenue model that can lead towards a sustainable business model.
- Submit monthly financial and status reports to the MicroMentor project team in Guatemala and in the United States. These reports will contain information on execution, achievement of milestones, completion of objectives, and will also describe Project issues encountered during execution and outline possible solutions. The financial reports will comply with IDB standards.
- Communicate regularly with participants, partners, and stakeholders about program activities, opportunities, and resources.
- Coordinate program and partnership development with colleague(s) based out of Guatemala and the United States.

Monitoring and Evaluation

- Coordinate meetings with the LAC project team and program partners to ensure good communication, share challenges and breakthroughs, and recommend mid-stream adjustments to the project.
- Gather evaluation data and feedback on program activity and performance, business outcomes, and participant and partner satisfaction.
- Identify best practices related to running online mentoring programs, and demonstrate the validity of an online collaborative platform using crowdsourcing in the Latin American context.
- Develop a set of stories of successful businesses and mentors, which will be used to illustrate opportunities and benefits of participating in the program.

Other

Organizational Learning

- All team members are responsible for spending 5% of their work time in formal and/or non-formal professional learning activities.
- Assist with the documentation and dissemination of institutional knowledge: operational procedures, case studies, lessons learned, and best practices in social innovation and economic development.

Accountability to Beneficiaries

- Team members are expected to support all efforts towards accountability, specifically to our beneficiaries and to international standards guiding international relief and development work, while actively engaging beneficiary communities as equal partners in the design, monitoring and evaluation of our field projects.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITY:

The Program Officer will supervise volunteers and interns on an as needed basis.

ACCOUNTABILITY:

REPORTS DIRECTLY TO: MicroMentor Program Manager and coordinates closely with the Director of Causas.org.

WORKS CLOSELY WITH: MicroMentor team members in the United States and in Guatemala, Causas.org team members, volunteers and interns, a Governing Board, and Mercy Corps' Social Innovation staff, Technical Support Units for Economic Development and Monitoring and Evaluation.

KNOWLEDGE AND EXPERIENCE:

- BA or equivalent in economic development, international development, or relevant field.
- 2+ years of experience in Program Management – a proven track record of coordinating complex projects with multiple stakeholders.
- Experience coordinating with and reporting to donors a plus.
- Experience presenting in front of audiences and/or facilitating trainings.
- Facility with web and information technologies, including social media tools and web-based tools such as Salesforce.com, Vertical Response, and Microsoft Office suite
- Ability to work with individuals from diverse cultural and socio-economic backgrounds.
- Spanish and English fluency. Strong written and verbal communication skills in both Spanish and English.
- Demonstrated attention to detail, ability to follow procedures, meet deadlines and work independently and cooperatively with team members is essential, particularly under adverse conditions.

SUCCESS FACTORS:

The Program Officer should be passionate about the ability for small businesses to power economic growth and should believe in the ability of mentoring to help individuals develop as business owners. This individual will be exceptional at developing rapport with a diverse range of program partners and clients, either bringing with them an extensive network of industry partners or exhibiting a strong track record at building partnerships. The ideal candidate for this job will equally enjoy taking the bird’s eye view (analyzing data and hatching a plan) and getting down in the trenches (conducting outreach, facilitating workshops, speaking with entrepreneurs) and will be comfortable utilizing information and communication technology tools to foster effective programming. The MicroMentor team has always been small and entrepreneurial, so the successful candidate must be a self-starter and embrace change. The rewards for the effective Program Officer will be getting to witness the birth and expansion of a program that can drastically change the entrepreneurial support ecosystem within Mexico.

LIVING/WORKING/ENVIRONMENTAL CONDITIONS:

This position is based in Mexico City, Mexico and requires up to 35% travel domestically and to overseas’ program locations (e.g. Guatemala, the United States, and other Central and South American countries).

Signatures:

Employee

Date

Supervisor

Date