



## Client Success Mentor Coordinator

### About the Organization

Canal Alliance exists to break the generational cycle of poverty for Latino immigrants and their families by lifting barriers to their success. We are a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment.

### Position Summary:

The Client Success Mentor Coordinator is an essential part of the Client Success Team, which supports young Latino immigrants in accessing wraparound services and aid their integration into Marin County. Under the supervision of the Client Success Manager and in close collaboration with the Client Success Navigator, they will support the youth in community integration through leveraging existing resources offered in both our internal and external community programs. This program will potentially expand to support adults, as well as youth, in the future.

\*Our offices have been updated to support staff and client health and well-being during the COVID-19 pandemic. Candidates should be very comfortable navigating both hardware and software that allows for smooth in-person and remote communications and transitions. **In accordance to public health orders and protocols, this position will operate from Canal Alliance's office 3-5 days a week. Canal Alliance will supply all needed hardware for this position.**

### Essential Functions:

- Provide excellent customer service to every youth in English or Spanish
- Know and understand the full scope of Canal Alliance's programs and be able to support youth in accessing them
- Supports youth through telephonic, virtual, and in-person contact
- Collaborate with external agencies to support youth in accessing services
- Research and keep up to date information about enrichment opportunities for immigrant youth
- Build relationships with organizations offering academic and recreational activities
- Match youth with the right coach, mentor, or program
- Assist HR with background checks during onboarding of youth coaches and mentors
- Show compassion for youth by actively listening and showing respect and empathy

### Other Responsibilities:

- Other duties as assigned by supervisor.

### Education and Experience

- High school diploma and AS or AA. Bachelor's degree preferred.
- 1-2 years of experience in client case work or similar experience

### Qualifications- Skills and Knowledge

- Strong communication and organization skills.
- Ability to write, read, and speak English and Spanish
- Experience working with Latino or immigrant community.

91 Larkspur Street  
San Rafael, CA 94901  
415.454.2640

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- Exceptional problem-solving skills.
- Multi-tasking, telephone skills, time-management, organization, attention to detail, scheduling.
- Ability to work well under pressure and act as problem solver and team player.
- Enthusiastic, creative, and self-motivated.
- Exemplary customer service skills; highly skilled in active listening, empathy.
- Ability to function with minimal supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively.
- Ability to get along with people and establish cooperative working relationships with staff at all levels both within and outside the department.
- Proficiency in Microsoft Office Suite (Word, Outlook, PowerPoint and Excel), Outlook, Windows and database applications. Experience working with Salesforce preferred.

### **Compensation**

This is a part-time, hourly position with benefits. We offer a competitive salary with a benefits package that includes prorated sick and vacation leave, a voluntary vision plan and 100% paid employee medical & dental insurance as well as long term disability and an employee assistance program. In addition, there are at least 10 paid holidays annually, a 403(b)-retirement plan and a Flex cafeteria plan.

### **Canal Alliance Equity and Inclusion Statement**

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

### **Application Process**

Please email your resume and cover letter to [HR@canalalliance.org](mailto:HR@canalalliance.org). Only electronic applications will be accepted. (Keep it green!) Please indicate “**Mentor Coord – YOUR NAME**” in the subject line of your email.

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