



## PROGRAM LAUNCH SUCCESS SPECIALIST

### MISSION

To build life-changing relationships, one at a time. One Child. One Hour. One Church. One School.

### CORE VALUES

Relationships Matter: *Christ first, you second, me third. Be real and genuine.*

Be Excellent: *Be a learner. Do what you say you'll do. Raise the bar.*

Keep It Simple: *Less is more. Keep the main thing the main thing.*

Go Together: *Led by Christ. United as one.*

Believe What's Possible: *Keep dreaming. Why not? Think outside the box. Say YES!*

### ABOUT KIDS HOPE USA

At Kids Hope USA, we believe that all kids matter to Jesus and that the local church is uniquely called to care for children in their community. Students deserve caring and consistent adults in their lives to help them thrive. Since 1995, Kids Hope USA has lived into that belief, and into our mission to build life-changing relationships, one at a time.

Kids Hope USA pairs community-focused churches with their neighborhood school to send volunteer mentors into the schools to meet with students in a one-on-one mentoring relationship. Kids Hope USA reaches students who are selected by their teachers, school counselors, and principals as children who could significantly benefit from an additional adult in their life. Today, Kids Hope USA is represented in over 1,000 mentoring programs across the country.

Do you share our passion to mobilize the local church to bring hope to the lives of children in their community? Are you a high energy, creative, collaborative team member with a strong record of driving and delivering results that exceed expectations? Are you looking for meaningful work with a growing organization looking to make a lasting impact in the lives of children? If this describes you, Kids Hope USA could be the right team for you to join and make a difference as our new Program Launch Success Specialist.

### POSITION DESCRIPTION

*Number of hours: 40 hours (reduced scheduled of 32-36 hours available)*

*Hourly Range: \$19-\$23 per hour*

The Launch Success Specialist's primary role is to ensure the newly affiliated church-school partnership launches a strong mentoring program within the first semester with an intentional focused plan and process before, during, and after training. As a Launch Success Specialist, you will help equip, support, coach and develop Kids Hope USA's partner churches and the partner church directors. You will deliver the highest quality customer experience to enable our partner churches to launch, build and develop a high-achieving Kids Hope USA mentoring program.

#### JOB RESPONSIBILITIES -

- Provide outstanding support to assist church partners launching new KHUSA programs.
- Serve as an expert, trusted advisor for KHUSA by proactively and reactively connecting with new church partners and directors to walk them through the program launch process.
- Be a resource and connector for new program directors – aid them in setting up relationships with their school partner and connections (touchpoints) for various church and school stakeholders.
- Work with new programs to set goals related to launching successfully – defining the number of mentor relationships they have capacity for and hope to achieve as well as developing a strong recruiting plan.
- Utilize database and maintain accuracy to best serve and support partner programs.

#### QUALIFICATIONS

The mission of Kids Hope USA has never been more important and the opportunities for growth are abundant. Kids Hope USA has a well-earned reputation as an organization of superior quality, stewardship, leadership, and mission. If you are looking to join a high functioning, committed team, don't miss this opportunity. Apply today. You may be the team member we're looking for to help us grow and expand our programs to serve more children today, tomorrow and in the years to come.

#### *Specific requirements include:*

- Commitment to and passion for the mission of Kids Hope USA.
- Naturally develops and nurtures relationships and sees opportunities for new connections.
- At least one year of previous customer service or sales experience, or appropriate business experience.
- Coaching skills to provide feedback and encouragement, ability to troubleshoot and provide solutions for KHUSA partner church directors.
- Individually driven and takes initiative; enjoys learning – both self-taught and coachable; detail and results-oriented; motivated by both individual and team goals, committed to following through.
- Success in embracing and engaging relevant technology and actively involved in continuous improvement/enhancement of computer and technology skills.
- Proven ability to communicate in a professional manner with excellent oral and written communication skills.
- Skilled at the use of Microsoft Office Applications – PowerPoint, Word, Excel & Outlook and virtual meeting tools – Zoom, Microsoft Teams.
- Direct experience with Kids Hope USA, teaching or school systems preferred.
- Bilingual abilities are a plus.

To express interest, please submit your resume and cover letter. Review of applications is ongoing and will continue until the position is filled.