

Position Title: JA Program Manager – St. Charles City and Surrounding Areas

Classification: Part-time

JA Office: Junior Achievement of Greater St. Louis

Position Description:

The Program Manager implements and manages all daily operations of volunteer recruitment and retention, program implementation, data management and evaluation, engagement with all organization stakeholders, including but not limited to educators and volunteers, while upholding and maintaining the program quality and integrity.

RESPONSIBILITIES:

- Assure program quality and integrity through effective communication with program stakeholders, classroom monitoring, exceptional customer service, sharing of program updates, and evaluation tools
- Promote program growth and expansion, through successful retention of education/business/community volunteers and school district/youth development organization partners
- Strategize and lead recruitment and retention efforts of all program stakeholder groups
- Oversee logistics of program presentation in a variety of delivery models
- Provide in-person and/or virtual training and orientation for all program stakeholders
- Adhere to JASTL stewardship model for stakeholders to increase program retention and stakeholder satisfaction
- Data entry, including all program related information, management, and maintenance of constituent records in BCRM database
- Collect, provide, and report data, testimonials, and program progress for use at team and staff meetings, in grant proposals and reports, etc.
- Provide a high level of customer focused program delivery and support

BEHAVIORAL COMPETENCIES:

Accountability

- Accepts responsibility for delivering on assigned goals and deliverables.
- Maintains composure and professionalism in challenging situations and can shift quickly to objective, problem-solving behaviors in order to deliver results.
- Adaptability in working effectively both independently and collaboratively.

Active Engagement

- Participates in projects, tasks, meetings and workplace interactions with positive enthusiasm.
- Demonstrates an obvious energy in performing the role and serves as an engaged member of the department.

Growth & Improvement

- Actively seeks opportunities to increase industry knowledge and become a stronger subject matter expert in the field.
- Willing to accept stretch goals and challenging projects to gain valuable experience and continuously develop as a professional.

Junior Achievement Teamwork

- Contributes to meeting team deadlines and engages effectively with others to achieve goals
- Maintains an approachable demeanor to encourage positive working relationships and promotes effective communication.
- Demonstrates a willingness to pitch in to help team members succeed (even in areas outside their normal role)
- Interacts well with many types of personalities and handles difficult interactions without escalating tension.

EXPERIENCE/EDUCATION:

- Bachelor's degree or equivalent experience in the education field, project management, sales, volunteer coordination, and/or development (fundraising).
- Proficiency in Microsoft Office Suite.
- Ability to work in a fast-paced work environment and successfully manage multiple projects and deadlines.
- Organized, detail-oriented, highly motivated, and a strong ability to work effectively with diverse groups.
- Exceptional verbal and written communication skills.
- Exceptional problem-solving and critical thinking skills.

PREFERRED QUALIFICATIONS:

- Nonprofit program management experience
- Familiarity with the Kindergarten-12th Grade educational system

This position in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

To apply, please send cover letter, and resume to Annette McClellan, Senior Vice President of Programs and District Operations, at amcclellan@jastl.org.