

## Program Manager

<b>Position Title:</b>	Program Manager, Regional Counties
<b>Classification:</b>	Full-time, Exempt, PTO & Benefits
<b>JA Office:</b>	Junior Achievement of the Bluegrass
<b>Reports To:</b>	President
<b>Salary Range:</b>	\$44,000-\$54,000



**Position Overview:** As part of a collaborative team environment, The Program Manager will manage programs in counties throughout our region with particular emphasis on volunteer recruiting, training, placement, support, and recognition. Facilitate activities of consultants and teachers, uphold quality standards, assure adherence to program models and program expansion, and develop and maintain good educator relationships at all levels. The ideal candidate will be a dynamic, energetic, creative team player who thrives on building relationships and connecting passion for mission through fundraising events and organization communications to advance the organization's impact.

### ROLES & RESPONSIBILITIES:

- Identify, recruit, and train program volunteers to meet program goals.
- Organize and implement volunteer orientations.
- Deliver excellent brand experience of volunteers and teachers through outstanding customer service and excellent relationships, and teacher and volunteer communication.
- Provide feedback, program materials, and resources to volunteers and teachers.
- Identify, cultivate, and maintain regular contact with company connections and develop new ones.
- Maintain strong understanding of new and existing programs and delivery modes.
- Supervise procurement and delivery of all program materials.
- Working knowledge of classroom programs and ability to deliver them when necessary.
- Lead effort for educational events such as Miss Business, Stock Market Challenge, JA Real Life, and others.
- Work with the President to fulfill the class and student requirements for various grants.
- Other projects as required, including event support on weeknights, weekends, and holidays.

### BEHAVIORAL COMPETENCIES:

#### Accountability

- Accepts responsibility for meeting assigned goals and metrics.
- Maintains composure in difficult situations and can shift quickly to objective, problem-solving behaviors to deliver results.
- Avoids excuses and blame-shifting.

#### Active Engagement

- Participates in projects, tasks, meetings and workplace interactions with positive enthusiasm.
- Demonstrates an obvious energy in performing the role.

#### Growth & Improvement

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

#### Integrity & Trust

- Earns the trust and confidence of coworkers and constituents through honest communication, ethical behavior and professionalism in all interactions.
- Admits mistakes, does not misrepresent self or information, and keeps confidences.
- Is dependable and known to be someone who will do what is promised.

### **Junior Achievement Teamwork**

- Operates in a collaborative environment - Contributes to meeting team deadlines and engages effectively with others to achieve goals.
- Advocates for the entire organization, including helping to recruit classroom volunteers and teaching JA programs when needed.
- Maintains an approachable demeanor to encourage positive working relationships and promote effective communication.
- Demonstrates a willingness to pitch in to help team members succeed (even in areas outside their role).
- Interacts well with many types of personalities and handles difficult interactions without escalating tension.
- Models appropriate work/life balance behavior and supports employees in their pursuit of balance.

### **EXPERIENCE/EDUCATION:**

Bachelor's degree in education or business administration or equivalent combination of education and experience; strong organizational and project management skills; excellent written, verbal, interpersonal and presentation skills; detail oriented; knowledge of various marketing platforms, including print, social, digital and email; basic experience with Microsoft tools; knowledge of database management systems; willingness to learn new software and programs; ability to work in a fast-paced environment and manage multiple tasks and deadlines. Ability to maintain confidentiality.

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*In addition to the above requirements, candidate must:*

- Uphold and uplift JA's five core values: Collaboration, Optimism, Philanthropy, Relevance, and Respect.
- Follow all agency policies and procedures.
- Carry out the essential functions of the position with, or without, accommodation.
- Demonstrate awareness and understanding of cultural and ethnic diversity of constituents, staff, and community partners.

*The above position description is not all-inclusive and is not an implied contract of duties performed. It is a general overview of position responsibilities. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.*