



Position title: Program Operations Manager
Reports to: Vice President of Human Resources and Volunteer Engagement & Sr. Director of Programs
Career Level: P1

Join an innovative team working together to help give students the skillset and mindset to build thriving communities. JA of North Central Ohio (JANCO) offers a flexible working schedule, a modern state of the art office, benefits including PTO, paid holidays, health insurance, a 401k match, mileage reimbursement for most work-related travel, and potential for an organization-wide bonus.

POSITION CONCEPT: The Program Operations Manager will operate within established procedures and guidelines to assist the President and JANCO staff by providing administrative support in areas related to Programs and other projects as needed.

For the right candidate, this could be a full-time position or a part-time position with a *minimum* of three in-office days each week.

Primary Responsibilities: Program Responsibilities

- Manages assessments across various platforms and maintains updated data on surveys, including program-specific surveys for students and feedback surveys for educators, volunteers and coordinators. Provides analysis for surveys.
- Maintains and updates JA Inspire curriculum for students (middle and high school levels) and guides for educators. Manages company and post-secondary education partner profiles on JA Here to Career platform.
- Manages local Google Sites, including integrations, localization of data and distribution.
- Provides program support including class confirmations, volunteer confirmations, new volunteer training, volunteer/teacher startups, service calls, program material printing, and during program events.
- Assists Program staff in maintaining database information on all programs and participants. Enters, files, and maintains all data for program projects and events.
- Acts as Nintex AssureSign administrator and manages office information form needs, printed and digital. Follows national office news and implements forms, as needed.
- Assist Program staff on various initiatives, including creation of teacher, school and volunteer communication toolkits for priority programs.
- Manages annual update of JA Financial Literacy for Ohio site and content through developing project update timeline, staff assignments and task breakdown, in coordination with JA USA. Creates updated content based on teacher feedback to share with JA USA.
- Coordinates, creates and manages various program-related Dashboards and tracking tools.
- Annually creates comprehensive Program Guide.

Administrative & Operations Support Responsibilities

- Greets visitors and answers phones as needed; provides customer service and support.
- Provides telephone and email communication to volunteers, teachers, and community members.
- Assists with major fundraising and education events as needed, which may require working weeknights, weekends, and holidays.
- Assists with planning event logistics as needed.
- Maintains website and provides in-house technology support when necessary.
- Other projects as required by President and Program staff.
- Local Level Up coordinator.

Skills and Qualifications

- Bachelor's degree or equivalent
- Excellent written communication skills, interpersonal skills, organization and planning skills, and evidence of problem solving and creative ability
- Excellent computer literacy (Microsoft Office, Excel, Google), and can function effectively under pressure.

About Junior Achievement

Junior Achievement's (JA) mission is to inspire and prepare young people to succeed in a global economy. JA is the world's largest organization dedicated to educating young people on financial literacy, workforce readiness, and entrepreneurship through programs taught by trained corporate or community volunteers in schools and at after-school sites throughout the world. Together with our school, business, and community partners, Junior Achievement of North Central Ohio draws on its 70+ year history to prepare today's youth for the workforce of tomorrow.

Corporate Culture Statement

We hire the best people, not just the best talent. We work together as one team to deliver our mission. We treat each other with respect, communicate clearly, value diverse opinions, and challenge the status quo on our quest for continuous improvement. We value our people and offer them competitive compensation/benefits, schedule flexibility, and purposeful professional/personal development opportunities. We treat all our stakeholders as important contributors to our goal of delivering on our mission to inspire and prepare young people to succeed in a global economy. JA provides equal employment opportunities for all applicants. We do not discriminate against any individual or group of individuals on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, or veteran status. We encourage applications from candidates who can complement our diversity, equity, accessibility, and inclusion work by offering unique perspectives and understanding of issues impacting groups that have been traditionally under-represented in the field.

The above position description 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.