

## Program Manager

<b>Position Title:</b>	Program Manager
<b>Classification:</b>	Full-time, exempt
<b>JA Office:</b>	Junior Achievement of Maine
<b>Reports To:</b>	Vice President

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### Position Description:

The Program Manager leads all daily operations of program recruitment, implementation, retention, data management and evaluation with all organization stakeholders, including but not limited to educators and volunteers, while upholding and maintaining the program quality and integrity. This position will lead programming in Central, Eastern, and Northern Maine.

### RESPONSIBILITIES:

- Manage program growth and expansion as outlined in the strategic plan through effective communication with program stakeholders, classroom monitoring, exceptional customer service, and sharing of evaluation tools.
- Serves as the program lead for the organization and stays current on JAUSA education strategies.
- Strategize and lead recruitment and retention efforts of all program stakeholder groups.
- Oversee logistics of program presentation in a variety of delivery models. Lead the program experience for: JA Panels, JA Job Shadow, JA Career Speaker and JA Titan.
- Provide training and orientation for all program stakeholders (face to face, phone, email, etc.) to include new programs and updates to existing programs.
- Adhere to JA Maine 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. Manage and produce reports using JAUSA platforms to include, BCRM and PowerBI.
- Collect, provide, and report data, testimonials, and program progress for use at program forums with JAUSA, the team and in grant proposals and reports, etc.
- Work closely with marketing to provide social media content, share program stakeholder stories, and/or to provide any data required for program impact reporting.
- Develop and maintain department tools to support program management including, but not limited to, calendar of events, standard operating procedures, curriculum inventory, workplans, goals, and accountability tracking.
- Assist with yearly fundraising events including golf tournament, volunteer recognition events, Hall of Fame events, Titan Challenge, etc.

### BEHAVIORAL COMPETENCIES:

#### Accountability

- Accepts responsibility for delivering on assigned goals and deliverables.
- Is able to maintain composure in difficult situations and can shift quickly to objective, problem-solving behaviors in order to deliver results.
- Avoids excuses and blame-shifting.
- Takes initiative on special projects and can create concepts independently for feedback.

#### 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.

## **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**

- 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:**

- Associates degree or equivalent experience and 3-5 years' experience in project management or volunteer coordination.
- 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:**

- Experience in education.

Competitive benefits package offered including 100% employer paid health and dental insurance, life insurance, Short Term & Long-Term Disability Insurance, Annual Simple IRA plan.

To apply, please send cover letter and resume to Jill Jamison, Vice President, [jjamison@jamaine.org](mailto:jjamison@jamaine.org)

*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.*