

JUNIOR ACHIEVEMENT

of Memphis and the Mid-South
Education for What's Next

JOB OPENING

Full-Time | Memphis, TN

Manager, Volunteer Experience

Reports to: Chief Operating Officer | Department: Operations

POSITION OVERVIEW

JA Memphis and the Mid-South equips young people across a 71-county Tennessee, Mississippi, and Arkansas region with the skills to own their futures — powered by 2,000+ volunteers who bring financial literacy and career exploration to life in classrooms every year.

The Manager of Volunteer Experience is the chief champion and architect of that community. This hands-on, relational role ensures every volunteer — from first-time presenter to seasoned corporate partner — experiences JA as an organization that values their time, equips them for success, and invites them to go deeper. Rather than directing a large team, this role thrives on personally cultivating relationships, solving problems, and serving as the day-to-day face of JA's volunteer community.

WHAT YOU'LL DO

Volunteer Experience & Hospitality

- Serve as primary relationship manager and first point of contact for 2,000+ active volunteers across the region.
- Own onboarding, communications, and recognition programming that builds a sense of belonging.
- Build feedback loops and satisfaction measures to continuously improve the volunteer journey.
- Lead the onboarding experience for new volunteers, ensuring they feel prepared, welcomed, and connected before they ever step into a classroom.

Recruitment & Pipeline Development

- Drive multi-channel recruitment across corporate partners, community organizations, and university networks.
- Partner with Development to convert corporate funders, board members, and event attendees into active volunteers.
- Track pipeline data, conversion rates, and capacity gaps to guide recruitment priorities.

Training & Preparation

- Facilitate volunteer orientations and skill-building sessions, both in-person and virtually.
- Build role-specific training pathways for first-time presenters and repeat volunteers, and maintain a self-service resource hub.

Volunteer Advocacy & Development Partnership

- Move volunteers along the continuum from participant to advocate to investor, in partnership with Development.
- Elevate volunteer voices in JA's storytelling through testimonials, social content, and public advocacy opportunities.

Systems Transition & Data Management

- Support the volunteer-side transition to JA USA's new national platform, keeping volunteer records accurate as the team learns the new system.
- Maintain accurate, up-to-date volunteer records and help build simple reports that give leadership visibility into engagement and capacity.

WHO YOU ARE

Required

- 4+ years in customer relationship management, community engagement, volunteer coordination, or a comparable field.
- Hospitality mindset: you believe every person who walks through JA's door deserves to feel seen, valued, and equipped.
- Exceptional written and verbal communication — equally comfortable writing a warm welcome email or presenting to corporate executives.

- Comfortable with everyday computer tools (email, Excel, online systems) and quick to learn new software — no prior CRM experience required.
- Proven relationship-builder who thrives cross-functionally in a fast-paced environment with multiple competing priorities.
- A self-starter who takes initiative, communicates proactively, and follows through without being managed closely.

Preferred

- Experience in nonprofit, education, or workforce development settings.
- Experience with learning management systems (LMS) or volunteer management platforms.

COMPENSATION & HOW TO APPLY

Competitive salary commensurate with experience, along with a comprehensive benefits package including health, dental, and vision coverage, paid time off, and a mission-driven culture invested in your professional growth.

Apply: résumé and cover letter to sfrench@jamemphis.org

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