



516 Tillman St, Memphis, TN, 38112

JA EXPERIENTIAL PROGRAMS MANAGER

Junior Achievement of Memphis & the Mid-South is seeking a full-time Experiential Programs Manager to lead the successful implementation of our experiential learning center (ELC) experiences, Junior Achievement BizTown and Junior Achievement Finance Park.

POSITION DESCRIPTION:

This leadership role is responsible for ensuring high-quality program delivery by managing day-to-day experiential operations, supervising instructional staff, cultivating strong partnerships with schools and volunteers, and maintaining fidelity to Junior Achievement program standards. The Experiential Programs Manager is committed to creating engaging, impactful simulation experiences that inspire students while supporting educators, volunteers, and community partners.

RESPONSIBILITIES:

- Facilitate Junior Achievement BizTown and Finance Park simulations, ensuring an engaging, educational, safe, and positive experience for all participants.
- Develop and maintain school and educator partnerships, including recruiting, scheduling, and coordinating program participation.
- Train and support teachers and volunteers through group presentations and one-on-one instruction.
- Manage program operations, including materials, equipment, participant communications, and administrative support tasks.
- Maintain accurate program records and data in national databases and CRM systems (BCRM/D365).
- Provide outstanding customer service and effectively resolve participant, educator, and visitor concerns and conflicts.
- Manage part-time Experiential staff

REQUIREMENTS - DESIRED SKILLS & EXPERIENCE:

- BA/BS equivalent with proven experience working with school-aged children (11-18 age range) in an educational setting
- Excellent verbal and written communication with groups of all sizes and diverse participants
- Ability and desire to work effectively under pressure and meet deadlines in a fast-paced, team environment
- Strong interpersonal skills and cultural awareness, with a proven ability to build positive relationships with educators, volunteers, students, and community stakeholders.
- Operations or project management and execution skills
- Proficient with computers and technology, including basic troubleshooting and problem-solving.
- Friendly, enthusiastic, and mission-driven professional who is passionate about advancing Junior Achievement's impact in the Mid-South.
- Able to stand for extended periods, lift up to 30 pounds, and use a personal vehicle for work-related travel.

CONTACT INFORMATION & PROCEDURE:

Please send a resume and cover letter to Ametria Bobo at abobo@jamemphis.org to apply.