



Junior Achievement of Greater Washington

Position Title: Manager, Volunteer Engagement Northern VA/DC

Department: Education

Reports To: Senior Director, Volunteer Engagement

Salary: \$56,000 - \$59,000

Be a Part of Something Bigger! Are you looking for work that inspires you? At JA of Greater Washington, we know what matters. We're motivated by our mission – teaching young people how to succeed in a global economy – and we wake up every day inspired to serve more than 40,000 students in the Washington, D.C. area.

But a career at JA of Greater Washington is about more than our mission and programs. Here, you'll find opportunities to learn and grow into new skills and responsibilities. You'll find teammates that quickly turn into friends. You'll find mentors that care, and help you reach new heights. And you'll find the resources, flexibility, and support to live your life to the fullest outside of work, whether that means investing in your family, your education, your hobbies, or your wellbeing.

Join JA, and join us in a career that matters.

Position Concept

Volunteerism and mentorship are core to Junior Achievement's operations. We typically engage over 7,000 volunteers each year to deliver educational programs to over 40,000 students in hundreds of classrooms and need talented staff leaders to ensure the best all-around experience. The Manager, Volunteer Engagement is part of a team that collaborates to execute the organization's strategy for volunteer engagement in accordance with the organization's yearly operating plan.

In the big picture, this role divides time between two equal priorities: building and stewarding relationships, and ensuring the planning and execution of exceptional volunteer experiences. This position carries out all outreach, administrative, and management procedures and ensures adherence to program implementation and quality models for volunteer engagements that span multiple Junior Achievement programs. This position assists in developing and maintaining positive corporate, community, and individual volunteer relationships.

Duties include, but are not limited to, managing volunteer relationships, from outreach to recruitment, engagement, training, support, and retention. This position plays an integral role in the successful execution of JA programs by equipping volunteers with the tools they need to support transformational student learning experiences. This position requires a person who prioritizes customer service and user experience, pays great attention to detail, can plan multiple, overlapping volunteer events, and can forecast and meet demand. Skill in both internal and external communication is critical to the success of this role.

Organizational Requirements

- Have ability to pass a federal background check, and to be permitted to work in the presence of children, prior to the first day of employment.
- Must reside in the Greater Washington region before the position start date

Supervisory Responsibilities

None.

Essential Duties/Responsibilities

Team Initiatives

- As guided by Senior Director, Volunteer Engagement, execute corporate and community volunteer outreach and recruitment plan to meet the annual volunteer goals.
- Build a collaborative, professional, and communicative relationship with JA colleagues to ensure a productive working environment that supports JA's standard of excellence.
- Lend strategic expertise across the education team to ensure the best end-user experience for volunteers.
- Support the implementation quality improvements to ensure programs meet organization, stakeholders, and school system standards.
- Execute work in adherence to timetables, procedures and responsibilities laid out in yearly calendar.
- Participate in yearly budget development for program implementation.
- Support the Senior Director, Volunteer Engagement on implementation of team initiatives as they support the organization's long-term strategy.

Volunteer Engagement

- Implement and continually improve tactical plan to recruit and retain volunteers.
- Recruit, onboard, and steward new volunteer partners, ensuring alignment with organizational goals and fostering long-term collaborative relationships.
- Develop and implement partner retention strategies that deepen engagement, recognize contributions, and sustain high-impact volunteer collaborations over time.
- Manage program implementation relationships with volunteer partners from the corporate, parent, and civic community and execute programs according to partners' volunteer action plans to meet annual student goal.
- Represent Junior Achievement at community engagement events, including, but not limited to networking events and volunteer recruitment fairs. Serve as an external face of JA within the community.

- Collaborate with Development department on holistic and strategic partner giving and engagement and executing corporate stewardship plans.
- Generate and administer appropriate correspondence with volunteers and coordinators in line with JA's constituent communication plan.
- Administer volunteer evaluation protocol, including surveys and follow up.
- Implement comprehensive communication and recognition plan for volunteers.
- Ensure the execution volunteer training to a high standard, including training and supporting field staff.
- Collaborate across teams to ensure successful stewardship and documentation within area of responsibility.
- Ensure program fidelity and an even end-user experience across the region.
- Maintain expertise in the full scope of JA educational experiences.
- Dedicate professional time to 'volunteering' in each of JA's implementation models.

Administration

- Prepare and share weekly data and forecasts with Senior Director, Volunteer Engagement.
- Enter and maintain program data and prospect lists in CRM database.
- Update organization calendars with community and corporate volunteer commitments
- Ensure timely data entry and report generation, as required to ensure positive program management.
- Adhere to JA's data collection and program documentation protocol.
- Cross-train within the Education department and maintain connectedness to program operations by taking on peer roles within the department.
- All other duties as assigned.

Professional Skills/Abilities

Required

- Excellent written and verbal communication skills
- Experience in presenting complex information in a wide variety of settings with the aim of influencing audiences to take-action
- Extremely adept at meeting the needs of our partners and providing excellent customer service
- Ability to motivate and mobilize volunteers
- Ability to organize and prioritize work
- Ability to work independently
- Excellent collaboration skills
- Proficiency in Microsoft Office Suite
- Reliable personal transportation

Preferred

- Experience with a CRM database

Education and Experience

Required

- Bachelor's degree or equivalent experience

Preferred

- Previous work experience in non-profit or volunteer engagement role
- Knowledge of local area
- Knowledge of local business community

Physical Requirements

- Prolonged periods sitting at a desk and working on a computer, including keyboarding and video conferencing
- Ability to talk and hear
- Ability to continually ambulate
- 40% daytime travel in the DC region to JA, partner, and prospect sites
- Occasional conference attendance locally and nationally

Work Environment

- The position will support organizations in Greater Washington service area with a focus in Northern VA and Washington, DC. JA of Greater Washington area includes the District of Columbia, Northern Virginia, and the Prince George's, Montgomery and Southern Maryland Communities.
- A typical week will include virtual and in-person meetings and events at JAGW offices and partner worksites.
- JA offices are typically quiet, mostly indoors with windows and occasional low noise from visitors or student groups. All are located in areas with space to walk outside.

Location

- A typical week will include virtual and in-person meetings at JAGW offices and partner worksites.
- This position requires an active in-person presence at JAGW offices and partner worksites. JAGW has a hybrid work policy that is determined by department and role on the basis of workflow. This position can expect to build a limited hybrid work routine with the majority of days having an onsite component.
- Incumbent will be assigned a desk in a JA office in Fairfax, but will also be able to make use of drop-down desks in other locations. The volunteer team will also meet in the DC office once a week.

Schedule

- Typical workday is 8 hours, Monday through Friday. While most JA staff keep 8am-4pm or 9am-5pm office hours, due to this position's direct relationship with schools, it may be necessary on occasion to accommodate meetings during 7:30am-2:30pm school hours and to attend rare evening or afterschool events. Overtime is not expected, however due to the number of collaborators in this partnership, excellent time management is required in order to manage work-life balance.

Benefits

- 100% company paid medical/dental/vision coverage/group life insurance for employee
- 401(K) plan in which JAGW contributes 3% of an employee's pay after employee has worked at least two months.
- Paid Parental Leave offered to full-time employees who have been with JAGW for at least a year.
- Employees may be granted up to 16 hours of paid volunteer activity leave per calendar year.
- Generous paid time off program in which the benefits increase along with your tenure with the organization
- Observe all federal holidays during the calendar year. In addition, JAGW observes December 25 – December 31 as a paid holiday.

JAGW is an Equal Opportunity/Affirmative Action Employer

All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, disability, sex, age, ethnic or national origin, marital status, sexual orientation, gender identity or presentation, pregnancy, genetics, veteran status or any other status protected by state or federal law.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Next Steps

Junior Achievement of Greater Washington offers a competitive salary along with the benefits listed above (partial list) and a fun, challenging work environment. Please email a cover letter and resume to jagwjobs@ja.org and reference the position title in the subject line. Incomplete applications will not be considered. No phone calls, please