



Junior Achievement of Wisconsin, Inc. Position Description

Position: Lead Education Coordinator
Primary Focus: Metro Milwaukee
Status: Full-time
Work Environment: Onsite

Leader: Experiential Learning Center Manager
Team: Southeast Region Education
FLSA Status: Hourly / Non-exempt

A POWERFUL PURPOSE: At Junior Achievement, we believe in the boundless possibility of young people. A community connected education partner, Junior Achievement of Wisconsin's purpose is to inspire and prepare young people to succeed. Junior Achievement reaches more than 50,000 students in Southeast Wisconsin annually in relevant, hands-on, minds-on learning experiences that teach young people to manage their money, plan for their economic future, own their own businesses, and develop readiness for careers or college.

Junior Achievement team members are known for their passion for the JA mission that brings together business and education to work with students in kindergarten through high school, so they are empowered to own their economic success. Junior Achievement of Wisconsin offers a collaborative, inclusive work environment and the opportunity to impact the lives of young people in our community.

POSITION CONCEPT:

Support the daily execution of JA BizTown and JA Finance Park student simulations by serving as a frontline operations lead. This role ensures high-quality experiences through real-time troubleshooting, directing daily activities, and proactively planning for strong program execution. Act as a central resource for Education Coordinators, volunteers, teachers, and students by facilitating communication, managing escalations, and driving continuous improvement. Responsibilities include coordinating staffing, overseeing materials and setup, supporting training and change implementation, and maintaining operational readiness. During the summer, focus shifts to evaluating lessons learned, refining processes, and enhancing the simulation experience for the upcoming school year.

PRIMARY RESPONSIBILITIES:

- Deliver exceptional customer service to all JA Constituents, ensuring quality ELC visits for elementary & junior high students & educators from around 250 schools from throughout southeast Wisconsin.
- Serve as onsite lead during school visits, facilitating simulation days by providing real-time support to Education Coordinators, teachers, students, and volunteers, while managing escalations to deliver a smooth experience.
- Manage equipment setup, setting up simulations, and resolving real-time issues as necessary.
- Cooperate with ELC Manager to ensure daily folders are prepared for each simulation day
- Collect and document testimonials, stories, quotes, and photos from JA constituents during simulation visits, and submit materials to reception for administrative tracking and upload.
- Serve as backup to Education Coordinators when needed, stepping in to lead supervision of student groups within assigned job rotations.
- Train and support new staff.

- Collaborate with ELC Manager to supervise Education Coordinators, contributing to performance reviews and daily direction.
- Maintain proactive communication with colleagues and supervisor to identify potential issues, questions, or concerns, while supporting feedback management, training, and change adoption for new processes, procedures, and tools.
- Oversee inventory & supply communication the parks, making requests as necessary within budget and coordinating printing and materials prep.
- Monitor lobby during early arrivals (8:00–8:30 AM), greeting and assisting visitors while reception is unstaffed to ensure a smooth start to the day.
- Other duties as assigned.

The above position description is not all inclusive and is not an implied contract of duties performed. It is a general overview of position responsibilities.

EDUCATION/EXPERIENCE REQUIRED: Associate degree, or equivalent experience required. Good interpersonal and presentation skills. Detail oriented. Strong oral and written communication, facilitation, and organizational skills. Intermediate computer literacy/skills. Bilingual in Spanish/English desired.

WORK ENVIRONMENT: This position requires onsite work. This is critical to the role, as it directly supports and facilitates the delivery of our services and requires team collaboration. Onsite presence is necessary to ensure effective communication, access to specialized equipment or resources, and to perform the essential functions of the job.

PHYSICAL REQUIREMENTS: The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to: sit, walk, occasionally required to reach with hands and arms, continually required to talk or hear, occasionally required to bend, lift, or climb, occasionally required to lift and carry light weights (25-30 pounds), and specific vision abilities include: close vision, distance vision, and ability to adjust or focus.