



Junior Achievement of Wisconsin, Inc. Position Description

Position: Operations Assistant

Leader: Executive Assistant and Education Manager , JA of Wisconsin

Location: Metro-Milwaukee

Team: Administration & Education

Status: Full-time, 32-37 hours/week

FLSA Status: Hourly / Non-exempt

Work Environment: Onsite

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 100,000 Wisconsin students in K-12+ and delivers relevant, hands-on learning experiences in financial literacy, career readiness and entrepreneurship. Our vision is to ensure today's students have greater economic opportunity and mobility.

Junior Achievement team members are known for their passion for the JA mission. Members of the team interact with business and education leaders, volunteers and philanthropists who support JA with their time, talent and treasure. 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:

Junior Achievement of Wisconsin is seeking a friendly, organized, and proactive **Operations Assistant** to serve as the first point of contact for guests and callers. This role also supports the daily operations of our Metro-Milwaukee office and plays a key part in the success of **JA BizTown** and **JA Finance Park**, which collectively serve over 20,000 students annually. The ideal candidate is detail-oriented, customer-focused, and thrives in a dynamic, mission-driven environment.

PRIMARY RESPONSIBILITIES:

- Greet and welcome guests/teachers/volunteers, ensuring a positive and professional first impression.
- Answer and direct incoming calls, return voicemails, and manage phone messages.
- Coordinate meeting logistics, including room setup/breakdown, refreshments, and communication with external organizations that rent JA's conference rooms for meetings and events.
- Provide administrative support for JA BizTown and JA Finance Park, including:
 - Volunteer coordination
 - Registration entry and verification
 - Daily operational tasks (e.g., making coffee, preparing materials, data entry)
 - Take photos and video of volunteers, volunteer groups, and student classes participating in JA BizTown and JA Finance Park for documentation and promotional use.
- Create and maintain schedules for JA BizTown, JA Finance Park, and cleaning services.
- Order, organize, and ship program kits for JA BizTown.
- Collaborate with maintenance staff to address facility repair needs.
- Receive, sort, and distribute incoming mail and deliveries.
- Monitor and order office and program supplies as needed.
- Assist in prepping and maintaining accuracy of daily school visit folders and contents.
- Maintain inventory of program and print materials.
- Prepare and mail student materials.
- Assist Education Coordinators in daily operations as needed.
- Develop and maintain an efficient filing system.
- Help with events as needed.

- Other duties assigned.

About JA BizTown & JA Finance Park:

These experiential learning programs provide students with hands-on experiences in financial literacy, work readiness, and entrepreneurship. As a key support role, the Receptionist helps ensure smooth operations and a welcoming environment for students, educators, and volunteers.

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: Strong organizational and interpersonal skills. Strong communication and problem-solving skills. Proficiency with Microsoft Office Suite and data management. Capable of working independently. Ability to prioritize tasks. Competency in or willingness to learn computer-based programs.

WORK ENVIRONMENT: This position has a daily onsite work model, Monday – Friday during the active school year, with morning or afternoon hours between mid-August and mid-June. Flexibility covering shifts during time off requests or leave of absence is necessary. This is a critical component of the role, as it directly supports guests, volunteers, students, and employees in the delivery of our programming and services. Onsite presence is necessary to ensure effective communication, team collaboration, access to specialized equipment or resources, and to maintain the quality and efficiency of job performance.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this role, the employee is frequently required to speak, hear, and use both hands with full dexterity. The position also occasionally involves walking, standing, bending, stooping, kneeling, squatting, pushing, pulling, reaching overhead, pinching, grasping, and performing repetitive motions. Sitting is a continual requirement. The employee must frequently lift and carry light objects (5–25 lbs.) and occasionally lift and carry moderate weights (25–60 lbs.). Visual requirements include close vision, distance vision, and the ability to distinguish colors.