



Junior Achievement of Wisconsin, Inc. Position Description

Position: Experiential Learning Center Manager
Primary Focus: Metro Milwaukee
Status: Full-time
Work Environment: On-Site

Leader: Regional Director Education Outreach
Team: Southeast Region Education
FLSA Status: Salary / 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. Members of the JA team interact with community leaders who support JA with their time, treasure, and talent. 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:

The Experiential Learning Center Manager leads the planning, coordination, and daily execution of JA BizTown and JA Finance Park, serving 20,000+ students from approximately 250 schools annually. This role acts a strategic and operational leader, ensuring high-quality simulation experiences through proactive pre-visit coordination, real-time problem-solving, and effective team leadership.

Responsible for scheduling, school and volunteer communication, and operational readiness, this position ensures all requirements are completed in advance for seamless delivery. During visits, the Manager directs daily activities, manages escalations, and supports staff, educators, and volunteers.

The role also includes leading and developing the frontline team, managing staffing and resources, and driving continuous improvement through process development and change management to strengthen program execution both internally and externally, while contributing to program growth through school partnerships and community engagement.

PRIMARY RESPONSIBILITIES:

- Site Operations Planning and Coordination
- Lead pre-visit planning and coordination for approximately 250 schools and 20,000+ students annually to ensure readiness for onsite simulation visits.
- Obtain and maintain accurate contact information for all participating schools, including administrators and classroom teachers.
- Build class and assign teacher contacts within BCRM, maintaining accurate and up-to-date records.
- Manage Experiential Learning Center scheduling and pre-visit coordination, including resolving conflicts and providing guidance on program processes and policies to ensure smooth execution.
- Lead communication and coordination with school administrators, teachers, and volunteers to support program training, curriculum completion, and collection of all required information and forms at least two weeks prior to visits.

- Ensure operational readiness for simulation visits by aligning all pre-visit details, maintaining accurate information, and proactively addressing gaps to support a high-quality experience.
- Manage and communicate updates or last-minute changes to all relevant stakeholders, ensuring materials and plans remain accurate and aligned.
- Prepare site visit materials and daily folders for the Education Coordinator team to support seamless execution.
- Manage Experiential Learning Center information and resources in JA content management system and maintain efficient filing systems, spreadsheets, and data related to the Experiential Learning Center.
- Ensure customer satisfaction and program efficiency through face-to-face, phone, and electronic communication.

- Program Growth
- Implement program growth/expansion plan with SE Regional Director of Education.
- Promote JA BizTown and JA Finance Park to the education community through presentations, meetings, follow-up correspondence, and teacher workshops/conventions.
- Recruit and renew commitments of schools and teachers annually. Submit forecasts and reports.
- Serve as a Subject Matter Expert (SME) for Experiential Learning Center programs for JA Wisconsin.
- Assist Regional Director – Education Outreach as needed.

Experiential Learning Center Leadership

- Manage a team of Education Coordinators and Lead Education Coordinator(s) to ensure that JA BizTown and JA Finance Park programming is executed with curriculum fidelity.
- Manage staffing for Experiential Learning Center, adjust staffing as needed to ensure necessary coverage for successful execution.
- Oversee day-to-day operations during school visits, providing support and escalation to Education Coordinators, volunteers, teachers, and students as needed.
- Serve as backup to Education Coordinators and Lead Education Coordinator(s) when needed, stepping in to lead supervision of student groups within assigned job rotations.
- Lead process improvement and change management efforts, gathering feedback, implementing enhancements to processes, procedures, and tools, and ensuring successful adoption to strengthen program delivery and stakeholder experience.
- Other duties 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: Bachelor's degree and experience in the field of education and program management. Strong organizational, interpersonal, managerial, and presentation skills. Demonstrated sales and marketing ability. 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. Must have valid Wisconsin Driver's License.

WORK ENVIRONMENT: This position is 100% on site work, crucial to the success of JA BizTown and JA Finance Park. This is a critical component of the role, as it directly supports team collaboration and the delivery of our programming. Onsite presence is necessary to ensure effective communication, access to specialized equipment or resources, and to maintain the quality and efficiency of job performance. This requirement may also include working outside of normal business hours as required to support business needs.

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 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,

frequently required to lift and carry light weights (25-50 lbs.), and specific vision abilities include: close vision, distance vision, and ability to adjust or focus.