



## Junior Achievement of Wisconsin, Inc. Position Description

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**Position:** Education and Operations Coordinator

**Leader:** Associate Director - Education Operations

**Location:** Metro-Milwaukee

**Team:** JA Wisconsin State-Wide

**Status:** Full-time

**FLSA Status:** Hourly/Non-Exempt

**Work Environment:** Hybrid: Onsite and Remote Work Model

### **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:**

The Enterprise Services Coordinator provides operational, data, and reporting support for JA Wisconsin's statewide education programs. This role is responsible for maintaining accurate data in JA Wisconsin's CRM system, preparing routine and ad hoc reports, supporting evaluation activities, and assisting with the implementation and documentation of education and operations processes.

The Coordinator works independently on assigned tasks while collaborating closely with the Education Services team and other internal stakeholders to ensure data accuracy, consistent processes, and timely reporting. This role requires strong attention to detail, comfort working with systems and data, and the ability to clearly communicate and train others on established processes and tools.

### **PRIMARY RESPONSIBILITIES:**

#### Data Management and Integrity

- Enter, update, and maintain accurate constituent, program, and participation data in JA Wisconsin's CRM and related systems.
- Review data for accuracy, completeness, and consistency; identify and correct errors or discrepancies.
- Follow established data standards and procedures to ensure timely and reliable reporting.
- Assist with routine data audits and data clean-up activities to maintain system integrity.
- Document data procedures and updates as needed.

#### Reporting and Performance Metrics

- Prepare recurring and ad hoc reports related to program delivery, participation, evaluation results, and organizational performance.
- Compile data into clear reports, charts, and summaries for internal teams and external stakeholders.
- Coordinate with stakeholders to understand reporting needs and timelines.
- Provide guidance or basic training to staff and partners on accessing and interpreting reports.

### Process and Operational Support

- Support the implementation of education and operations process changes by translating documented requirements into updated tools, workflows, or procedures.
- Create and maintain clear, user-friendly documentation for systems, processes, and reporting procedures.
- Assist with managing electronic communications and automated workflows related to program operations and data collection.
- Serve as a resource for day-to-day questions related to systems, reporting, and standard procedures.

### Evaluation Support

- Support the Evaluation team by assisting with the execution of evaluation plans and established methodologies.
- Help administer surveys or other data-collection tools, ensuring accurate tracking and data entry.
- Compile and analyze evaluation data using established tools and templates.
- Assist with preparing evaluation summaries, documentation, and training materials for staff and stakeholders.

### General Responsibilities

- Provide responsive, customer service-oriented support to internal staff and external partners.
- Train and support end users on systems, tools, and procedures as assigned.
- Manage multiple tasks and deadlines with a high level of accuracy and organization.
- Participate as an active and collaborative member of the Education Services team.
- 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:**

- High school diploma or equivalent required; associate degree preferred, with coursework or experience in operations, administration, data management, education services, or a related field.
- One to two years of experience in an operations, administrative, or data coordination role.
- Proficiency with Microsoft 365 applications, particularly Excel, Word, Outlook, and Teams.
- Experience working with databases or CRM systems for data entry, reporting, and maintaining data accuracy.
- Strong organizational, interpersonal, and communication skills, both written and verbal.
- Ability to train and instruct end users on established processes, systems, and procedures.
- Demonstrated ability to work independently while also collaborating effectively as part of a team.
- Ability to prioritize tasks, manage multiple deadlines, and consistently meet timelines.
- Working knowledge of evaluation processes and basic statistical concepts, with the ability to apply existing tools and methodologies for data collection and analysis.
- Exceptional attention to detail and accuracy.
- Competency in and willingness to learn computer-based systems and operational tools.

**WORK ENVIRONMENT:** This position currently has a hybrid onsite and remote work model. Onsite work is required to be a minimum of 60%, i.e. 3 days per week. This is a critical component of the role, as onsite presence is necessary to ensure effective communication and collaboration, engage in training, access organizational resources, and to maintain the quality and efficiency of job performance. This role will also be required to attend meetings off-site to engage with funders and to present at a variety of events. 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, speak or hear, and grasp or pinch; occasionally required to reach with hands and arms, walk, and stand; intermittently required to bend or stoop, kneel or squat, climb, and lift or carry light weights (5-25 lbs.); specific vision abilities include: close vision, distance vision, and ability to adjust or focus.