



Program Support Specialist
Reports To: Program
Manager - Capstone
Status: Part-time/Non-
Exempt

ORGANIZATION SUMMARY:

Junior Achievement of Central Carolinas (JACC) empowers students to build financial health and make positive financial decisions that impact their future. Through JA's experiential learning programs, students develop skills in financial literacy, entrepreneurship, and work readiness. Thanks to support from corporate and community partners, JA of Central Carolinas engaged more than 22,000 K-12 students across North and South Carolina last year.

POSITION DESCRIPTION:

The Program Support Specialist is responsible for performing programmatic and administrative work supporting the day-to-day operating activities of JA programs. The work involves identifying and analyzing the needs of the programs; evaluating current standard operating procedures; researching program issues, concerns, and complaints; and recommending administrative strategies and changes to JA programs.

This position is an integral part of the strategic priorities of JACC for growth and expansion while providing authentic learning experiences for students that align with state standards and teach the principles of entrepreneurship, financial literacy, and work and career readiness.

KEY RESPONSIBILITIES:

- Responsible for JA BizTown and JA Finance Park day-to-day oversight. This includes managing the simulation experience by following documented procedures and processes.
- Prepare the simulation environment by logging into computers and tablets, setting out paperwork and other supplies, etc.
- Train and support volunteers who serve as role models for students.
- Dynamically facilitates simulation to students and volunteers utilizing scripted speeches.
- Exhibit showmanship and a natural stage presence in front of large groups and on a microphone.
- Coordinate the orderly unloading and loading of students into secure spaces from to and from buses.
- Confirm and verify student numbers continuously while on-site.
- Support the delivery of excellent programs through positive interactions with all participants – teachers, adult volunteers, and students.
- Design and create supplemental materials to enhance the student, volunteer, and educator experience.
- Assist with administrative tasks including typing up documents, sending emails, and organizing paperwork.
- Collect required program forms, surveys, and reports in a timely manner.
- Support feedback and stewardship process for educators and students through follow-up post-simulation.
- Assist in executing projects and solving general program-related problems as assigned by management.
- Ensure all program technology is maintained and follows up on technical issues.
- Attend scheduled events and meetings, as requested.
- Other duties as assigned.

QUALIFICATIONS:

- Strong public speaking and presentation skills
- Strong people skills, with an ability to connect with teens and adults

- Experience and enthusiasm working with youth
- Familiarity and comfort with technology, such as iPads, Google Chrome Books, Microsoft Office 365
- Knowledge of, and sensitivity to, issues prevalent in under-resourced communities
- Strong time management skills and ability to multitask and work collaboratively
- Self-motivated and self-directed
- Passion for JA's mission
- Physical/Other

EQUAL OPPORTUNITY EMPLOYER:

JA of Central Carolinas is an equal-opportunity employer committed to diversity and inclusion in the workplace. JA prohibits discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, and local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff recall, leave of absence, compensation, benefits, training, and apprenticeship. Junior Achievement of Central Carolinas makes hiring decisions based solely on qualifications, merit, and business needs at the time.