

Manager of Volunteer Services – Baltimore, MD

POSITION TITLE:	Manager of Volunteer Services
DEPARTMENT:	Development
REPORTS TO:	Vice President - Development

Position Concept

Junior Achievement of Central Maryland provides impactful, interactive experiences for more than 47,000 K-12 youth each year to help them understand how careers, money and business ownership work. Resource generation—including volunteer recruitment and the engagement of new funding partners—are critical components to ensure quality program implementation and expand community outreach.

The Manager of Volunteer Services is primarily responsible for fulfilling JA's need to engage 4,000+ volunteers annually through the recruitment of new corporate and community partners, and the stewardship of existing partners. Through these partner relationships, this position will also support new business development and expansion of funding resources for the organization.

The ideal candidate for this role is a sales-oriented individual, with a proven track record of securing volunteer resources. The role requires a strong relationship builder who demonstrates a high level of integrity and is a self-starter. To meet the demands of this position, the individual must be a quick learner, work with a sense of urgency, understand priorities, and have the ability to adapt to changing circumstances in a complex environment.

Junior Achievement associates are known for their passion for the JA mission, which brings together business and education partners to work toward student success. Members of the JA team interact with community leaders who support JA with their time, treasure, and talent. Junior Achievement of Central Maryland offers a collaborative, inclusive work environment and a meaningful opportunity to impact the lives of young people in our community.

PRIMARY RESPONSIBILITIES

- Cultivate, solicit, and steward organizations and individuals to secure volunteer support.
- Ensure volunteer coverage for the *JA BizTown* and *JA Finance Park* site-based program (12-20/day for more than 100 school visits per program) and other programs as needed (*JA Inspire*, *3DE*, etc.).
- Develop and implement volunteer engagement strategies to increase partner/volunteer retention and steward volunteer partner organizations to provide a strong return on investment for their employees' time.
- Develop and maintain ongoing relationships with partners.
- Identify prospective organizations, such as colleges, companies, industry associations, and community organizations, to build new volunteer partnerships and expand resources for JA.
- Manage volunteer portal for seamless volunteer registration and stewardship process.
- Ensure collection of volunteer data according to established processes and standards.
- Create comprehensive annual partner plans with donors in coordination with development team.

- Work collaboratively with development team to maintain and expand community and corporate partnership opportunities.
- Deliver presentations to prospective companies to solicit volunteer resources.
- Collaborate with development/education team to design volunteer experiences that leverage expertise of volunteer groups to add value to the students learning experience.
- Oversee communication around logistics and stewardship with all corporate, community organizations and university partners (confirmation of dates, trainings, thank-you's, surveys).
- Collaborate with development/education team to increase partner/volunteer retention by working to improve and enhance the volunteer role & experience.
- Assist with other projects as requested.

EDUCATION/EXPERIENCE REQUIRED

- Bachelor's degree
- Two years or more experience in a volunteer recruitment, fundraising or business development role
- Proven ability to solicit volunteer for an organization
- Quick learner and ability to work in a fast-paced environment
- Ability to create and execute strategies to balance short-term requirements with long-range goals
- Ability to build and sustain relationships, proficiency in customer service, communication, and business development
- Understanding of and commitment to JA's impact areas (entrepreneurship, workforce readiness, and financial education).
- Strong computer skills and experience in data management
- Knowledge of Microsoft Office, PowerPoint, and Excel and experience navigating grant application systems and internet-based research tools.
- Strong written and verbal communicator that can present clearly, persuasively, and succinctly to diverse audiences as well as the ability to communicate effectively with multiple stakeholders. Strong editing skills and attention to detail are a must.
- Flexible and adaptable style to manage multiple tasks and competing priorities with a strong emphasis on time management, organization, problem-solving, and critical thinking skills.
- Ability to work effectively with minimal supervision
- Comfortable collaborating with a team while taking ownership of your piece of a project.

BEHAVIORAL COMPETENCIES

At Junior Achievement of Central Maryland, we consistently exemplify to each other and to all stakeholders the following interdependent values and associated behaviors. The bedrock for the successful achievement of the JA mission on an ever-increasing basis is a commitment to safeguarding a sound behavioral culture that unleashes our best ideas for the benefit of all stakeholders and the community at large.

- We act with trust, integrity, accountability, and honor in every interaction with each other and our stakeholders no matter the circumstance or situation.
- We operate with a growth mindset and are role models of the sound economic principles we impart to students.
- We are responsible, independent thinkers while realizing the synergies of teamwork create a multiplying effect of sound ideas. We practice collaboration. We invite an understanding of each

other's perspectives and work through our differences with the goal of doing what is in the best interest of our organization as opposed to any one individual or group.

- Each staff member strives and achieves professional development by working to grow in skill, knowledge, and maturity.
- Believing in the best in ourselves and others is an inherent part of who we are and is a crucial part of our mission. We positively influence our work environment, both internally and externally. "It is not in my job description," does not exist at our organization.

Salary range: Based on experience and track record of success. JA offers fully paid health, dental, and life insurance benefits for the individual employee, as well as a generous PTO package and 401K plan

Organization

Junior Achievement of Central Maryland consists of passionate people who seek to educate and inspire young people to succeed in a global economy. JA reaches students in relevant, hands-on learning experiences that teach young people to manage their money, plan for their economic future, run their own businesses, and develop readiness for careers and college. JA associates are known for their passion for the JA mission bringing together business and education to work with students in kindergarten through high school empowering them to own their economic success. Members of the team interact with community leaders who support the JA mission with their time, treasure, and talent. JA offers a collaborative, inclusive work environment, and the opportunity to impact the lives of young people in our community.

JA Contact: Send cover letter and resume to Kim Denis at kdenis@jmaryland.org

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.