

Manager, Operations

REPORTS TO: *Senior Director, Operations*
STATUS: Full-Time/ Salary
SALARY: \$50,000-\$55,000 per year

ABOUT JUNIOR ACHIEVEMENT OF CENTRAL MARYLAND

Junior Achievement's mission is to inspire and prepare young people to succeed. As a strategic partner dedicated to helping students achieve academically today and economically tomorrow, we deliver career-connected learning that accelerates economic mobility to more than 30,000 students throughout Central Maryland. We are committed to ensuring a generation of students has the transferable skills and competencies needed to navigate a rapidly changing world. By helping students become confident, capable, and connected today, we can ensure they have access to opportunity-filled futures tomorrow.

POSITION OVERVIEW

Junior Achievement is the nation's largest organization dedicated to giving young people the knowledge and skills they need to own their economic success, plan for their futures, and make smart academic and economic choices. The Manager, Operations serves as a key member of the operations team, ensuring the smooth and efficient day-to-day functioning of Junior Achievement of Central Maryland's (JA) office and administrative activities.

Reporting to the Senior Director, Operations, this role acts as the primary point of contact for visitors and stakeholders, manages calendars and facility reservations, provides executive administrative support, and coordinates board and committee meeting logistics. This position is responsible for maintaining an organized, safe, and welcoming office environment. The ideal candidate is a highly organized, customer-focused professional who can manage multiple priorities, communicate effectively with diverse audiences, and support the organization's mission by ensuring operational excellence across all administrative functions. This position is required to be in the office 5 days a week during the school year, but provides hybrid flexibility during the summer months.

PRIMARY RESPONSIBILITIES

- Provides administrative support in the JA main lobby including visitor check-in, answering phone calls, and creating a welcoming environment for all guests and visitors.
- Manages office-wide calendar, facility rentals and reservations, office equipment, and vendor relationships
- Supports organizational needs related to meetings including preparation of meeting materials, room set up and breakdown, and catering coordination.
- Monitors inventory and orders office supplies; coordinates vendor visits as needed.
- Ensures all office common areas including restrooms and warehouse meet safety

requirements and are prepared daily for office use.

- Has primary responsibility for data entry in Dynamics 365 system in support of the program and operations teams
- Supports all functions of the operations and executive leadership teams including support of volunteers and special events

REQUIREMENTS

- Two or more years of relevant administrative experience.
- Strong oral/written communication, organization/planning, and interpersonal skills.
- Friendly, outgoing, self-motivated and driven, with customer service focus and ability to work well as part of a team.
- Ability to be flexible and handle multiple responsibilities in a fast-paced work environment.
- Proficiency in Microsoft Office Suite
- Knowledge of CRM and Microsoft Dynamics 365 a plus

HOW TO APPLY

Send cover letter and resume to Kim Denis at kdenis@jamaryland.org