Junior Achievement of Memphis and the Mid-South (JA Memphis) is looking for a full-time Capstone Manager. This role is responsible for ensuring the quality and effectiveness of Capstone simulations (JA BizTown and JA Finance Park), managing the activities of volunteers and teachers, and ensuring all activities meet quality and program implementation models and standards by maintaining school and volunteer partnerships, and ensuring the best simulation experience for all constituents.

<table>
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<tr>
<th>Role Title:</th>
<th>Capstone Manager</th>
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<tr>
<td>Manager</td>
<td>Director, Capstone Education</td>
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**Essential Duties & Responsibilities:**

- Facilitate Capstone simulations (JA BizTown and JA Finance Park)
- Develop and maintain educator relationships to secure schools for program implementation
- Collect, maintain, and input all Capstone data into national database and CRM (BCRM and Salesforce)
- Provide quality customer service and direction to all participants visiting the Capstone (JA BizTown and JA Finance Park) facility
- Ensure that the instructional nature of the program is clearly introduced, clearly understood, and experienced to its fullest capacity
- Solve problems and conflicts between students, faculty, parents and any other visitors as necessary
- Establish a safe and positive experience for all visitors, maintain proper conduct and behavior of all students and visitors at all times
- Assist Capstone Director in recruiting and scheduling schools for Capstone simulations
- Communicate regularly with teachers about programmatic responsibilities
- Conduct teacher and volunteer trainings (this includes presenting to large and small groups, and one-on-one instruction)
- Organize and manage programmatic materials and equipment
- Assist Director with various administrative tasks in support of programs, as needed
- Other duties as assigned

**Knowledge: Education, Experience, & Skills:**

- BA/BS equivalent
- Proven experience working with school-aged children (11-18 age range) in an educational setting
- Outstanding verbal and written communication with groups of all sizes and diverse participants
- Ability and desire to work effectively in a fast-paced, team environment
- Must be able to stand for long periods of time
- Friendly, enthusiastic and positive attitude
- Ability to work under pressure and meet deadlines
- Computer literate and ability to troubleshoot computer/technology issues
- Operations or project management and execution skills
- Must be able to lift 30 lbs
- Culturally sensitive with confirmed ability to develop positive relationships with stakeholders of different ethnic and socioeconomic backgrounds and from businesses and industries of varying size and scope
- Passion for the mission and work of Junior Achievement of Memphis and the Mid-South
- Willingness to use personal vehicle
The salary range for this position is $45,000 - $50,000 a year.

Applicants can contact Alison Welch at awelch@jamemphis.org