



JUNIOR STATE OF AMERICA FOUNDATION/JUNIOR STATE OF AMERICA

Job Title: Program Associate
Department: JSA Programs
Reports to: Chief Program Officer
Classification: Non-Exempt

About the Organization:

Concerned about the future of American democracy? Excited about the rising generation of leaders? Interested in supporting a brighter future for all, and helping create a more productive dialogue across difference? Join the team at the Junior State of America Foundation!

Since 1934, the allpartisan Junior State of America (JSA) has helped more than 400,000 students acquire the knowledge and skills necessary to be active participants and effective leaders in all facets of our society. With our student-led, student-run model and rigorous learning opportunities, JSA enables students to experience the challenges and responsibilities of leadership and connecting across difference, while developing 21st century skills applicable in any endeavor. JSA Chapters serve as centers of political awareness in schools, JSA conventions bring thousands of students together to learn with one another, and JSA summer programs offer campus-based, college-level experiences. We are committed to developing an even more ideologically, geographically, and demographically diverse set of leaders, who work over their lifetimes to build our nation's future.

For more information, please visit our website: www.jsa.org.

Position Summary: The Program Associate directly supports JSA's Programs Team (six Program Directors and the Chief Program Officer) with program administration and logistical implementation of program activities. This role also coordinates operations for JSA's DC office.

This position is intended to improve JSA's ability to carry out its mission by improving cross-departmental efficiency and communications. Given the nature of the work, we seek strong applicants that demonstrate organization, emotional intelligence, self-awareness, approachability, and a sense of humor!

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned.

Essential Responsibilities:

- Arranging logistics of conferences/events/meetings, coordinating timelines, and troubleshooting student issues
- Responding to general inquiries from students, parents, teachers and vendors
- Supporting JSA chapters by assisting with convention and summer programs admission, enrollment, and registration.

- Provide general office support in the Washington, DC office including responding to phone calls, mailing and shipping, inventorying and organizing JSA promotional materials, etc.
- Advising prospective students, families, educators, and other interested stakeholders on programmatic offerings and enrollment procedure
- Assuming other program implementation and administrative activities as assigned

This position does not have direct staff reports but may have the opportunity to schedule, train, and supervise temporary student workers or interns.

The position requires occasional evening and weekend work

Core Competencies:

- **Job Knowledge** - Competent in required job skills and knowledge. Exhibits the ability to learn and apply new skills. Keeps abreast of current developments. Displays an understanding of how job relates to others. Uses resources effectively.
- **Organization and Planning** - Prioritizes and plans work activities. Uses time efficiently. Plans for additional resources. Integrates changes smoothly. Sets goals and objectives. Works in an organized manner.
- **Communication** - Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods. Able to communicate in a persuasive and compelling manner.
- **Decision Making and Problem Solving** - Identifies problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Resolves problems in the early stages. Consults others when appropriate. Works well in group problem-solving situations.
- **Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Qualifications:

- Bachelor's degree (B. A.), Associates Degree or equivalent
- Proficiency with MS Office Suite, Google Suite (email, calendar, drive, etc.)
- Excellent multi-tasking and organizational skills with an emphasis on attention to detail
- Experience with Salesforce CRM (preferred)

Travel: Moderate travel (approximately 15%) by land and air.

Compensation and Benefits:

The salary range is between \$35,000 and \$45,000. We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive annual compensation, commensurate with experience, and by an extensive benefits package that includes paid time off; compensatory time off; Employee Assistance Program; medical, dental and vision benefits; and a commitment to individual growth and professional development.

Please send your cover letter, resume, and salary requirement (in one document) attention to: TaKeisha S. Walker, Chief Program Officer, Junior State of America, email: jobs@jsa.org.

Include "Program Associate – (Your Name)" in the subject line. Due to the high volume of interest, we cannot accept phone calls.

Junior State of America (JSA), an equal opportunity employer, complies with all applicable federal and state laws and regulations regarding nondiscrimination; all qualified applicants will receive consideration for employment. JSA is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, national origin, physical or mental disability, protected veteran status, age, gender identity or expression, sexual orientation, creed, marital status, political affiliation, personal appearance, or on the basis of rights secured by the First Amendment, in all aspects of employment, educational programs and activities, and admissions.