



# Experiential Learning Center Manager

## JA BizTown® – Fort Wayne, Indiana

### COMPANY SUMMARY:

Junior Achievement of Northern Indiana's (JANI) purpose is to inspire and prepare youth to achieve economic freedom through financial literacy, work and career readiness, and entrepreneurial experiences.

JANI seeks candidates that are passionate in their work, committed to excellence, have a high level of integrity, value relationships, and believes in the power of collaboration.

### POSITION:

The Experiential Learning Center (ELC) Manager leads the day-to-day implementation of the *JA BizTown*® experience, creating an engaging, high-quality learning opportunity for students while building strong relationships with educators, volunteers, sponsors, and the local community. This role is ideal for someone who thrives in a fast-paced environment, enjoys leading dynamic experiences, and is passionate about making meaningful impact on students. **This full-time role is based in Fort Wayne, IN.**

### PRIMARY RESPONSIBILITIES:

- Supervise program/simulation implementation and ensure program quality and adherence to JA USA Implementation Standards during classroom experience and simulation visit. Assure adherence to program model.
- Lead, develop, and manage the part-time ELC team to assure effective operation of the program including, recruiting, hiring, training, and managing performance to assure retention of quality talent.
- Conduct volunteer and teacher trainings. Solicit volunteer and teacher feedback to improve program quality. Provide creative input to supervisor regarding possible educator/volunteer recognition. Follow standard processes for educator/volunteer paperwork.
- Secure and maintain program sponsor relationships and recognition. Ensure grant promises are fulfilled.
- Seek and secure alternative volunteer sources, as needed.
- Provide a high quality of customer service and support to all stakeholders involved in the program.
- Monitor program supplies and town inventory to reduce program costs. Follow and maintain the established recordkeeping system and processes to ensure program runs effectively.
- Maintain the facility to the standards identified including the physical appearance, cleanliness, equipment functionality, and safety & security systems - engaging & scheduling outside service providers as appropriate to complete the work.
- Assist with inventory management to contribute to overall expense control.
- Lead and maintain all safety and security procedures while training the ELC team on established protocols.
- Coordinate with all members of the ELC team to gather and share feedback about the simulation experience.
- Submit data for class verification by deadlines.
- Actively participate in providing program feedback to JA USA when requested.
- Other projects as required.

### SKILLS:

- Excellent communication skills
- Strong organizational skills
- Initiative and continuous improvement mindset
- Comfort with technology and digital tools
- Strong problem solving abilities
- Ability to lead in a fast-paced, team-oriented environment
- Excellent reasoning and judgement
- Ability to meet new people and build rapport easily
- Self-motivated
- Ability to discover new opportunities

### EDUCATION/EXPERIENCE:

- A Bachelor's degree or equivalent experience preferred.
- Prior experience working in Education or with children preferred.
- Comfortable working in a fast-paced environment and a proven customer service focus.

Please email cover letter with resume or direct any questions about the position to:

**Karen Cooper** | Vice President of Experiential Learning Centers

**Junior Achievement of Northern Indiana**

Email: [Karen.Cooper@ja.org](mailto:Karen.Cooper@ja.org)

260.484.2543 | [jani.org](http://jani.org)