



516 Tillman St, Memphis, TN, 38112

VOLUNTEER EXPERIENCE MANAGER

Junior Achievement of Memphis and the Mid-South (JA) equips young people across a 71-county Tennessee, Mississippi, and Arkansas region with the skills to own their futures — powered by 2,000+ volunteers who bring financial literacy and career exploration to life in classrooms every year.

The Volunteer Experience Manager is the chief champion and architect of that community. This hands-on, relational role ensures every volunteer — from first-time presenter to seasoned corporate partner — experiences JA as an organization that values their time, equips them for success, and invites them to go deeper. Rather than directing a large team, this role thrives on personally cultivating relationships, solving problems, and serving as the day-to-day face of Junior Achievement's volunteer community.

KEY RESPONSIBILITIES:

VOLUNTEER EXPERIENCE & HOSPITALITY

- Serve as primary relationship manager and first point of contact for 2,000+ active volunteers across the region.
- Own onboarding, communications, and recognition programming that builds a sense of belonging.
- Build feedback loops and satisfaction measures to continuously improve the volunteer journey.
- Lead the onboarding experience for new volunteers, ensuring they feel prepared, welcomed, and connected before they ever step into a classroom.

RECRUITMENT & PIPELINE DEVELOPMENT

- Drive multi-channel recruitment across corporate partners, community organizations, and university networks.
- Partner with Development to convert corporate funders, board members, and event attendees into active volunteers.
- Track pipeline data, conversion rates, and capacity gaps to guide recruitment priorities.

TRAINING & PREPARATION

- Facilitate volunteer orientations and skill-building sessions, both in-person and virtually.
- Build role-specific training pathways for first-time presenters and repeat volunteers, and maintain a self-service resource hub.

VOLUNTEER ADVOCACY & DEVELOPMENT PARTNERSHIP

- Move volunteers along the continuum from participant to advocate to investor, in partnership with Development.
- Elevate volunteer voices in JA's storytelling through testimonials, social content, and public advocacy opportunities.

SYSTEMS TRANSITION & DATA MANAGEMENT

- Support the volunteer-side transition to JA USA's new national platform, keeping volunteer records accurate as the team learns the new system.
- Maintain accurate, up-to-date volunteer records and help build simple reports that give leadership visibility into engagement and capacity.

SKILLS & EXPERIENCE:

- **REQUIRED**
 - 4+ years in customer relationship management, community engagement, volunteer coordination, or a comparable field.
 - Hospitality mindset: you believe every person who walks through JA's door deserves to feel seen, valued, and equipped.
 - Exceptional written and verbal communication – equally comfortable writing a warm welcome email or presenting to corporate executives.
 - Comfortable with everyday computer tools (email, Excel, online systems) and quick to learn new software – no prior CRM experience required.
 - Proven relationship-builder who thrives cross-functionally in a fast-paced environment with multiple competing priorities.
 - A self-starter who takes initiative, communicates proactively, and follows through without being managed closely.
- **PREFERRED**
 - Experience in nonprofit, education, or workforce development settings.
 - Experience with learning management systems (LMS) or volunteer management platforms.

WORKING CONDITIONS

- Full-time, on-site role.
- Evening work required for special events and occasional weekend support.
- Collaborative team culture driven by mission, stewardship coordination, and community partnerships.

COMPENSATION & BENEFITS

- Competitive salary commensurate with experience
- Comprehensive health, dental, and vision insurance
- Professional development opportunities
- Paid time off and holidays

CONTACT INFORMATION & PROCEDURE:

Please send a resume and cover letter to Steve French at sfrench@jamemphis.org to apply.