



JUNIOR STATE OF AMERICA

Job title: Student Services Coordinator

Department: Summer Programs

Classification: Non-exempt

Reports To: Administrator, Summer Programs

Overview:

Are you passionate about civics? Do you want to help build a future of active, engaged, and informed citizens? Would you like the next generation of leaders to be resilient, thoughtful, and fair-minded? The Junior State of America is looking for a Student Services Coordinator (SSC) with a keen attention to detail, strong communication and organization skills, and the ability to multi-task across departments. If that sounds like you, then please send your resume and cover letter to jobs@jsa.org to join our team of dedicated and supportive collaborators working to build a brighter future.

Our Story:

Since 1934, the Junior State of America (JSA) has helped over 500,000 students acquire the knowledge and skills necessary to be active, informed and responsible citizens, voters and leaders. With its student-led, student-run school-year model and rigorous summer school programs, JSA enables students to experience first-hand the drama and power of politics as well as the challenges and responsibilities of leadership. JSA chapters serve as the center of political awareness at their schools and JSA conventions bring thousands of students together to share opinions and learn from each other. We are committed to developing a diverse cross section of young leaders throughout the entire country.

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

Position Summary:

The SSC will coordinate operations for JSA's DC office and will be the go-to person for general administrative support for all program activities, which includes responding to general inquiries from students, parents, teachers and vendors. The SSC will provide support to JSA chapters, assist with convention and summer programs admission, enrollment and registration. 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:

- Support program staff with administrative needs, such as form collection and processing, database management, travel coordination and rooming lists
- Assist in logistical planning and staffing of program events
- Handle correspondence (mail & email from students, parents, teachers and vendors)
- Advise prospective students and families on programmatic offerings and enrollment procedure
- Aid in the hiring and onboarding of temporary faculty, staff, and interns

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- Coordinate necessary materials and follow up for staff meetings
- Bolster communications and engagement by helping to develop marketing/outreach materials
- Perform general everyday tasks necessary for the efficient running of the office

Core Competencies:

- **Job Knowledge** - Competent in required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Displays 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 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.) 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.

Perks:

- Competitive salary, paid-time off, and company paid holidays
- Medical/Dental/Vision Insurance Coverage
- Experience and influence working across multiple departments

Please send resume and salary requirement to: Djibril Anthony, Summer Programs Administrator, Junior State of America, email: jobs@jsa.org.

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