

**POSITION TITLE:** Service Program Manager  
**REPORTS TO (TITLE):** Senior Director, Education and Learning  
**DIRECT REPORTS (TITLES):** None  
**LOCATION:** Reston, Virginia (Hybrid – minimum two days onsite for DMV-area staff; remote considered for qualified candidates)  
**CLASSIFICATION:** Full Time  
**FLSA STATUS:** Exempt, not eligible for overtime  
**Salary:** \$65,000 - \$80,000, commensurate with work location & experience; grant-funded, 2-year role (July 1, 2026-June 30, 2028)  
**Travel:** Attendance at National Leadership Conferences and events, held in June and November is required, as well as any grant convenings  
**Work Schedule:** Primarily normal business hours (weekday schedule), with flexibility required to support key organizational priorities and events, including occasional evenings and weekends



## About FBLA

Future Business Leaders of America (FBLA) is one of the nation's largest business-focused career student organizations, dedicated to inspiring and preparing students for success in business and leadership. With nearly 90 years of history, FBLA serves more than 230,000 middle school, high school, and collegiate members through innovative programs, competitive events, leadership development, and real-world career preparation. Based in Reston, Virginia, FBLA's National Center is home to approximately 15 full-time professional staff who work collaboratively in a dynamic, mission-driven environment.

## Position Overview

FBLA is seeking a dynamic and mission-driven Service Program Manager to lead the implementation of a national initiative expanding youth-led service across FBLA's network of 6,000 chapters and 230,000 members. Funded through a two-year grant, this role will build the systems, training, and infrastructure necessary to ensure that student-led service is consistent, measurable, and deeply embedded year-round across the organization.

This position will serve as the operational lead for a multi-faceted program focused on:

- Scaling youth-led service participation
- Strengthening student leadership and decision-making authority
- Building national tracking and evaluation systems
- Supporting advisers in coaching youth service efforts

## Position Duties and Responsibilities:

### Program Leadership & Implementation

- Lead execution of the national youth-led service initiative across FBLA chapters
- Manage the rollout of program components, ensuring alignment with grant milestones and outcomes
- Coordinate cross-functional efforts across Education & Learning, Marketing & Communications, and external partners

#### Service Infrastructure & Systems

- Oversee development, launch, and continuous improvement of a chapter-level service tracking tool to capture:
  - Service hours
  - Project outcomes
  - Student leadership roles
- Establish data collection processes and ensure accurate reporting against grant metrics

#### Student Leadership & Program Design

- Operationalize the introduction of the Service Program Manager student officer role across chapters
- Develop tools, templates, and guidance to support student-designed service plans and governance structures
- Collaborate on redesign of service competencies, recognition programs, and digital credentialing

#### Training & Capacity Building

- Design and deliver service training for:
  - National Officers (servant leadership and peer facilitation)
  - Advisers (youth-led service coaching model)
- Support train-the-trainer model across state associations and conferences
- Integrate service programming into national conferences and events

#### National Service Partner (NSP) Process

- Manage the student-led selection process for the National Service Partner, including:
  - RFP development and release
  - Youth stakeholder engagement
  - Proposal review and final selection coordination
- Support onboarding and integration of the selected NSP into FBLA programming

#### Educational Resource Integration

- Integrate external youth empowerment resources (e.g., documentaries, publications, service tools) into FBLA programming
- Align materials with Champion Chapter Service Season and chapter-level implementation

#### Evaluation, Metrics & Reporting

- Track and report on key grant metrics
- Coordinate surveys and evaluation efforts measuring career readiness, connection, and resilience
- Prepare Year 1 and final grant reports

#### Chapter Engagement & Communications

- Lead outreach and engagement strategies to drive adoption across ~1,000+ participating chapters
- Support storytelling, impact communications, and national visibility of youth-led service

*Other Duties:* This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

*Physical Requirements:* Prolonged periods of sitting at a desk and working on a computer. Must be able to lift up to 15 pounds at times.

*Travel Requirements:* Attendance at National Leadership Conferences and events, held in June and November, is required. Additional travel may be requested based on organizational needs.

*ADA:* Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions of this position.

*Education, Experience, Knowledge, and Skill Requirements:*

- Bachelor's degree in a relevant field or equivalent experience in education, nonprofit management, public administration
- 5+ years experience in program/project management, preferably in youth development, education, or nonprofit sectors
- Experience managing multi-site or national programs
- Experience designing or delivering training and professional development
- Ability to manage data, systems, and evaluation processes
- Exceptional organizational and execution skills with the ability to manage multiple projects and prioritize tasks effectively.
- Strong interpersonal and communication skills, both written and verbal, to effectively engage with advisers, volunteers, and stakeholders.
- Availability to travel and work flexible hours, including evenings and weekends, particularly during events.

### **How to Apply**

Interested candidates should submit a **resume and cover letter** outlining their qualifications and interest in the position to [careers@fbla.org](mailto:careers@fbla.org). **Please indicate the position you are applying for in subject line: Service Program Manager.** The position will remain open until filled, with application review beginning July 6, 2026.