

Program Operations Manager

Job Title	Program Operations Manager
Reports To	Director of Operations
Directly Supervises	N/A
Employment Status	Exempt/Full Time
Date	February 11, 2025
Benefits	CBST offers a comprehensive and competitive benefits package
Physical Requirements	Employee will need to lift, bend, occasionally set up and break down events, and other tasks which may require standing, walking, crouching, and carrying supplies.

About CBST:

Congregation Beit Simchat Torah is a spiritual home for people of all sexual orientations and gender identities. Passionate, provocative, and deeply Jewish, our community engages in spirited debate and activism: rejoicing in diversity, denouncing social injustice wherever it exists, and striving for civil rights for all people.

Job Summary:

The Program Manager is responsible for the engagement, implementation, and administration of CBST's programmatic portfolio. The Program Manager reports to the Director of Operations and collaborates closely with clergy, program leaders, administrative staff, and volunteers. The Program Manager is a key link in ensuring successful administration of programs across CBST. The Manager plays a crucial role in fostering community engagement with CBST by delivering exceptional programming.

Essential Functions:

Program Planning and Leadership

- Manage the programming portfolio, which includes CBST's adult engagement and education catalogue, community volunteer-led social groups, special events, Shabbat and holiday related special programming (ex: Shabbatons, Yom Kippur afternoon learning sessions, etc.), the annual congregational retreat, and other day

or weekend-long gatherings. Attendance will be required at some retreats and major events.

- Proactively guide the program team through the programmatic year and ensure effective planning and adherence to timelines from concept to implementation.
- Play a central role in planning and executing large scale events including but not limited to Pride month, the High Holy Days, and various annual events.
- Actively engage with CBST members to understand and meet the key success factors in the execution of excellent programs.
- Manage data and budget to best meet organizational and departmental goals.
- Continuously evaluate the effectiveness of programming and lead and participate in debriefs.
- Create and maintain relationships with education and clergy staff to best help bring their ideas to fruition.
- Network with affiliated organizations, and create community partnerships, especially with the queer Jewish community, and explore opportunities for joint programming.

Administration

- Project manage the entire lifecycle of CBST's programmatic portfolio from inception through execution. Manage and improve the administrative systems and processes related to program implementation.
- Systems include, but are not limited to, calendar management, website management, registration, payment processing, attendance tracking, remote and hybrid coordination, event communications, and customer service inquiries.
- Act as the point person for all instructors, program leaders, and participants
- Build program operations and metrics tracking systems including documentation, timelines, checklists, and vehicles for feedback collection.
- Manage AV needs for in-person, hybrid, and online only programs, coordinating with vendors, program leaders, and volunteers. Offer tech support as needed.
- Archive, share, and assist in promotion of CBST's catalogue of program recordings.
- Support the staff and clergy in directing members and participants to classes and opportunities that deepen their connection to CBST, their queer identity, and their Jewish journey.
- Increase awareness of programmatic offerings by collaborating closely with communications and other organizational partners through outreach and engagement.

- Handle program related scholarship requests with thoughtfulness, care, and confidentiality.
- Liaise across departments and with all levels of staff to most effectively and efficiently organize and project manage the activities, responsibilities and goals of CBST programs.

Qualifications and Qualities:

Required Qualifications:

- High School Diploma or GED required.
- At least 5 years of professional work experience in program administration or in a related field
- Cultural competence with LGBTQ+ communities, Jews of Color, and other intersectional identities
- This position requires availability to work during some evenings, weekends, and Jewish holidays, particularly during major synagogue events (such as the High Holy Days)
- This hybrid position requires working on site at CBST's building in Manhattan's north Chelsea Neighborhood (West 30 Street, between 6 and 7 Avenues) at least 3 days a week in person (currently Tuesdays, Wednesdays, and Fridays)

Preferred Qualifications:

- Bachelor's degree preferred
- Ability to generate new ideas and learn and adapt from experience
- Proficiency with CRM tools (Salesforce preferred) and web platforms (WordPress preferred)
- Proficiency with AV, remote access, and hybrid programming technology
- Familiarity with Jewish content, and a basic understanding of the Jewish calendar and terminology are a plus

Qualities

- Ability to communicate clearly and creatively in writing, tailoring messages for different audiences as needed
- A high level of integrity with a commitment to honest and transparent communication

- Ability to build and maintain positive working relationships with colleagues across departments and levels, as well as with CBST members and program participants and providers
- Excellent attention to detail
- Strong time, project, and people management skills

Salary: \$70,000 - \$82,000, commensurate with experience

Paid time off: In the first year of employment, employees are eligible for approximately a combined 40 days of vacation, holiday, and sick leave (10 vacation days, 25 paid holidays, 5 sick days per year). Additional vacation days accrue according to years worked in the organization.

Medical and other benefits: Employees are eligible to participate in a range of medical, dental and vision insurance plans with CBST covering the majority of the cost for employees; paid family leave; 403b plan; flexible spending account; commuter benefits; and other benefits available to full time employees.

To Apply: Send resume and cover letter to: careers@cbst.org.

Equal Opportunity Employment:

Our Congregation benefits from clergy, rabbinical and cantorial interns from the Reconstructionist, Conservative, Orthodox, and Reform movements of Judaism. Our staff and lay leaders bring a diversity of backgrounds, expertise, and experience to the community. Together, we take pride in our work and in the strong community we lead, learn with, and support. Apply now and become part of our mission- driven and vibrant community.

CBST is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.