Role: Program Operations Manager, Retreats & Events
Organization: Institute for Jewish Spirituality
Reports To: Senior Director of Programs
Status: Exempt

About IJS

The Institute for Jewish Spirituality (IJS) is a sacred haven for nurturing the mind, body, soul, and spirit. Since 1999, we've had countless people navigate our turbulent world by learning to slow down, reconnect with themselves, and find a greater sense of purpose—all grounded in mindfulness and the deep wisdom of Jewish tradition. From guided meditation and contemplative text study to leadership training and retreats, IJS creates opportunities to become more mindful, compassionate, and resilient—and build a more just and peaceful world together.

About the Role

IJS has grown rapidly over the past five years and continues to do so. This is an exciting time to be part of an organization bringing transformative Jewish spiritual practices to an ever wider and more diverse audience. In addition to our numerous online programs, IJS runs between 10-15 in-person retreats and programs every year in venues across North America. These range from one day events to retreats lasting 5-10 days. Some of these are in connection to our more in-depth cohort programs (Clergy Leadership Program, *Kol Dodi:* Spiritual Director Training, *Kivvun:* Mindful Jewish Leadership, or The Marbeh Fellowship), while others are standalone retreats or days of practice run by our Development team. We anticipate that the number and size of our in-person programs will grow in the years ahead.

We are hiring now for someone to play a key organizational role as IJS grows. We are seeking a highly motivated and well organized project manager who is passionate about the combination of Jewish Spirituality and retreat and event logistics. The right person for this position will be a self-starter, able to juggle various timelines and responsibilities. The work is multi-faceted, involving developing project timelines, securing retreat facilities, and working closely with IJS program faculty, other IJS teams, and venue personnel to keep projects on track. The role requires both strategic thinking -- always working to improve our systems and structures -- and the willingness to do the necessary nitty-gritty. Ideally the person in this role will also serve as the on-site retreat manager for some of our multi-day retreats. These take place throughout the year in places ranging from California, Maryland, Connecticut, and New York, with new locations also coming on line.

Key Responsibilities

In-Person Retreat and Event Management & Planning:

- Develop and manage comprehensive project plans and to do lists for in person events and retreats across North America. Track project tasks and milestones, including coordinating and communicating deadlines with stakeholders on other IJS teams such as Program Faculty, Program Operations, Communications & Marketing, and other departments. Use technology (e.g. BaseCamp, Asana, Monday, etc.) as a tool for managing people and deliverables.
- Research and book retreat centers as much as 1-3 years in advance to allow for timely retreat planning.
- Coordinate with event venues (e.g. required participant information, rooming, kashering logistics, emergency protocols, etc.). Book and manage relationships with additional site-specific vendors (e.g. caterers, Mashgiach, photographers, etc.)
- Create participant registration pages and manage registration process, including the collection of needed information from all participants (e.g. emergency contact, dietary requirements, waivers, etc.). Use technology to aid in these processes (e.g. Survey Monkey, RegFox, IJS Learning Management System).
- Coordinate the printing and delivery of necessary event/retreat materials (e.g. nametags, curricular handouts, participant packets, A/V equipment, swag/giveaways, siddurim/prayer books, etc.) and ensure timely delivery to the venue.
- For retreats connected to cohort programs, work with the Senior Director of Programs and the Cohort Program Director to ensure cohesion across the program.
- For Development programs, liaise with the Development team to ensure program success.
- Manage and support logistics (e.g. catering and room reservations) for the IJS staff retreat and in-person meetings for the IJS Board of Directors.
- In partnership with the Finance Team, track venue and other vendor and consultant payments and deposits.
- Partner with the Senior Director of Programs to ensure all costs are within the appropriate budget.
- Serve as the on-site retreat manager when possible. When not serving as the on-site retreat manager, onboard and train the on-site retreat manager so they are fully aware of their role and all the necessary details, and serve as on-call IJS contact for the retreat staff when they are on-site.Create systems and templates for improved processes and protocols.

General Program Operations Support

- While the primary portfolio for this role will be in-person events and retreats, the Manager will also support general program operations, including online programs. This includes but is not limited to course tech support on Zoom during online sessions; branding and formatting curriculum and handouts; building and analyzing online surveys; communication and

troubleshooting with participants, liaising with faculty (internal and external) as needed, etc. These skills will also support successful management of in person events and retreats.

Strategy and Supervision

- In partnership with the Senior Director of Programs and the program operations team, identify operational gaps and lead the team to create solutions for streamlining systems and processes, especially as they relate to in-person events and retreats.
- Supervise and manage program operations associates who support all in person programs. In partnership with the Senior Director of Programs and other team leadership, balance ongoing team responsibilities and priorities across the program operations team
- Oversee program-level data management and reporting to ensure data is not only reviewed but also integrated into decision making processes across the organization.

Preferred Skills & Experience

- Prior personal or professional experience attending or coordinating retreats, preferably in the mindfulness/meditation space, is required.
- Strong experience in project management, event planning, or conference coordination, preferably within a non-profit or mission-driven environment.
- Demonstrated skill and experience in project management and project management tools (e.g., Google Suite, BaseCamp, Monday, Asana), event management software or other registration platforms (e.g., Reg Fox, Eventbrite, Cvent), and other related software (Survey Monkey, Thinkific, Active Campaign and Learning Management Systems).
- Exceptional organizational skills, attention to detail, and a proven ability to manage multiple complex projects simultaneously under tight deadlines.
- Excellent written and verbal communication skills, with the ability to professionally interact with donors, vendors, and program participants.
- Ability to work collaboratively across departments in a fast-paced environment.
- A personal interest in Jewish spirituality or connection to the IJS mission.
- A commitment to diversity, equity, inclusion and belonging that aligns with the values of IJS.

If you are excited about this role and believe you have the skills and passion to succeed, we encourage you to apply even if you don't meet every single qualification listed. People of color, women, LGBTQ+ individuals, and people with disabilities are strongly encouraged to apply.

Rate and Benefits

The hiring range for the position is $71,000 to $95,000. Offers are determined by balancing many factors, including the candidate's skills and experience, organizational budget and priorities, and the cost of labor where the person will work.

IJS offers a competitive benefits package that includes four weeks of paid vacation, three weeks of sick time, four personal days, medical insurance with an employer contribution, and 401(k) match.

This position is hybrid, with preference given to candidates in the NYC metro-area. Travel within North America as well as evening and weekend hours will be required for some in-person events.

Application

In lieu of a cover letter, please answer each of the following questions in 200 words or less: 1) Why do you want to work at the Institute for Jewish Spirituality? 2) What direct experience do you have attending or coordinating retreats and events? 3) Tell us about a time you managed multiple projects simultaneously. How did you prioritize your tasks and ensure nothing fell through the cracks?

Please send a resume and question responses to careers@jewishspirituality.org with "Program Operations Manager" in the subject line.