



PRIZMAH

Center for Jewish Day Schools

Position: Program Coordinator, Conference and Gatherings, Full-time, Non-Exempt

Reports to: Daniel Infeld, Director, Conference and Gatherings

Department: Network to Learn

Location: New York metropolitan area preferred, remote optional

Date: July, 2021

ABOUT PRIZMAH

Prizmah is the network for Jewish day schools across North America. We partner with day schools, yeshivas, philanthropists, and communities from all denominations, helping them grow their reach and impact and tackle the challenges on their paths to success.

Educating our children is the most important investment we can make in their future. Jewish day schools inspire and nurture young people, prepare them for remarkable and meaningful lives, and enable them to thrive.

Prizmah enhances the ability of schools to excel. Prizmah is building networks for schools and their supporters to connect, learn and drive impact –deepening talent by investing in professional and lay leaders; catalyzing resources to generate funding for schools to flourish; and accelerating educational innovation, to foster teaching and learning opportunities that empower students.

At Prizmah, we see what is possible for Jewish day schools, and we're passionate about making that vision a reality.

POSITION SUMMARY

A generous host and a caring communicator, the program coordinator will be the first point of contact for the participants and presenters of Prizmah's 60+ annual gatherings, workshops and series, meetups, and immersives, as well as the biennial Prizmah Conference. The program coordinator will be primarily responsible for seamlessly administering Prizmah's gathering registration, presenter management, and participant communication processes, so that participants and presenters can make the most out of their experience.

CORE RESPONSIBILITIES

Registrar / Participant Care Specialist

- Create registration forms and manage registration processes for 60+ online and in-person gatherings annually in our CiviCRM and Cvent registration platforms, in collaboration with colleagues on the Prizmah Operations Team

- Provide excellent customer service, promptly answering participant questions and handling issues with care and sensitivity towards participants' needs (refunds, invoices, registration transfers, discounts, certificates of completion, back-end registration, etc)
- Regularly update participant lists and other internal reports and dashboards and ensure that attendance records are accurate
- Partner with Prizmah's Operations team by regularly checking for duplicate records, correcting errors, and updating user data

Presenter Management

- Serve as the main point of contact on program logistics for all presenters
- Draft contracts using Prizmah's standard templates and manage the signing process
- Track presenter payments (including honoraria and reimbursements), collect invoices and receipts, and coordinate with Prizmah's Finance team to process payment requests and ensure prompt payment
- Collect and track presenter information and resources (bio, headshots, session descriptions, slides, resources, etc)
- Ensure that presenters have all of the information they need from us (zoom link, program schedule, etc)
- Make sure presenter needs (tech, printing, etc) are communicated to the team

Marketing and Communications

- Project manage marketing and participant communication plans for all gatherings, in partnership with the Marketing and Communications Team
- Draft marketing emails and communications to registered participants
- Manage content in digital program guides / participant apps
- Create and update gathering pages and participant resource hubs on Prizmah website as needed
- Partner with the Prizmah's Marketing and Communications Team to ensure gathering communications are integrated with the main Prizmah communications calendar and strategy

Program Production

- Manage seamless technical production on Zoom and other online gathering platforms
- Support logistics for in-person gatherings and the Prizmah Conference
- Administer learning management systems for immersive and cohort programs

EXPERIENCE AND QUALIFICATIONS

The ideal candidate demands excellence of themselves, appreciates well-organized and smoothly functioning systems, and is excited to join a dynamic and nimble team.

We are looking for someone who:

- has a bachelors degree and / or 2+ years of relevant event management, customer service, or related administrative experience;

- communicates clearly, effectively, and respectfully in writing and verbally;
- is naturally collaborative and approaches their work with a generosity of spirit and an appreciation for reflective practice;
- manages and prioritizes multiple simultaneous projects with grace and a sense of responsibility to their team and to program participants;
- is technologically fluent and able to learn new systems quickly - previous experience administering complex online event registration systems or CRM systems (especially CiviCRM and/or Cvent) and administering website (especially Drupal) and email marketing platforms is a plus;
- believes in the power of transformative learning, and finds meaning in the fact that their behind-the-scenes work will create the conditions for Jewish day school leaders to thrive;
- has a knowledge of the Jewish community and the Jewish day school landscape.

WHAT WE OFFER

- Prizmah offers an excellent benefits package that includes comprehensive health insurance with a range of plans to select from, matching contributions to 401k, flexible spending accounts, vacation and sick time, and parental leave.
- Early close on Fridays for Shabbat and on the Erev (eve) of other Jewish holidays. Closed for Jewish Holidays.
- Flexible hours.
- A work environment that prioritizes building a strong work-place culture. We value learning and professional development. You will be a part of a great team that cares deeply about the work we do and each other.
- Competitive salary in the non-profit field in the range of \$55,000 - \$60,000

To apply, please send a cover letter and resume to employment@prizmah.org. Please include **Program Coordinator, Conference and Gatherings** in the subject line.