



PRIZMAH

Center for Jewish Day Schools

Position: Program Associate, Conference and Gatherings

Status: Full-time, Non-Exempt

Reports to: Daniel Infeld, Director, Conference and Gatherings

Department: Network to Learn

Location: Remote, with an option to work in Prizmah's NYC office

Date: October 2023

ABOUT PRIZMAH

Prizmah: Center for Jewish Day Schools 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 detail-oriented project manager with a disposition towards service, the Program Associate, Conference and Gatherings will manage program operations for Prizmah's 60+ annual gatherings and programs and the biennial Prizmah Conference. The Program Associate will be primarily responsible for engaging both external and internal stakeholders as they work to create and ensure the smooth operation of Prizmah's gathering registration systems, provide excellent customer service to program participants, and efficiently coordinate program logistics. To be successful in this role, the Program and Gatherings Associate will be a trusted and nimble collaborator for Prizmah teammates working on programs, operations, and communications, and will take initiative to manage simultaneous projects and competing priorities across teams. This individual will appreciate that their behind-the-scenes contributions enable the success of Prizmah programs and help Jewish day school leaders thrive.

CORE RESPONSIBILITIES

Program and Gatherings Registration Manager

- Manage registration processes for 60+ online and in-person programs and gatherings annually, including creating and maintaining registration and application forms in our CiviCRM and Cvent registration platforms, in partnership with colleagues on the Prizmah Operations Team.
- Create web pages and manage web and app content for gatherings and programs on Prizmah's website, Cvent registration platform, and AttendeeHub app, in partnership with colleagues on the Prizmah Marketing and Communications Team.
- Collaborate with colleagues across Prizmah's program teams to ensure that web content accurately reflects the programs they are designing and that registration forms and processes collect the information required for successful program execution.
- Provide excellent customer service, promptly answering participant questions and handling issues with care and sensitivity towards participants' needs, including refunds, invoices, registration transfers, discounts, certificates of completion, and back-end registration.
- Create and update registration dashboards and reports for the Prizmah team to help inform data-based decision making.

Program Operations

- Collaborate with Prizmah teammates working on programs, operations, and communications to manage simultaneous projects and competing priorities.
- Create and seamlessly manage systems to track logistical needs and program collateral for program, gathering, and Prizmah Conference stakeholders, such as presenters, sponsors, and exhibitors.
- Partner with the Prizmah Finance and Operations teams to coordinate financial management for Prizmah programs. Track financial processes from contracting or registration through to invoicing and payment, and ensure that payments are properly recorded in tracking systems and databases.
- Manage online learning platforms for immersive and cohort programs.

Program Production

- Support on-site event logistics for in-person gatherings and the Prizmah Conference, including load-in/setup, staffing the registration desk, venue and kosher caterer coordination, and load-out.
- Manage seamless technical production on Zoom and other online gathering platforms.

EXPERIENCE AND QUALIFICATIONS

The ideal candidate holds a high standard of excellence of themselves, has a strong attention for detail, creates and maintains well-organized and smoothly functioning systems, and is excited to join a dynamic and nimble team. The Program Associate is a self-starter who takes the

initiative to contribute positively to the Prizmah team, find solutions to problems, and enable the success of their colleagues.

We are looking for someone who:

- Has a bachelor's degree and 2-3 years of relevant program management, event management, or project management experience.
- Manages and prioritizes multiple simultaneous projects with grace, generosity of spirit, and a sense of responsibility to their team.
- Brings a disposition of service to their work with internal and external stakeholders.
- Is technologically fluent and able to learn new systems quickly. Previous experience managing complex online event registration systems or customer relationship management systems (especially CiviCRM and/or Cvent), administering website platforms (especially Drupal), and managing systems with collaborative tools (Airtable, Google Sheets, Excel, mail merge) is a plus.
- Collaborates with ease and approaches their work with an appreciation for reflective practice.
- Communicates clearly, effectively, and respectfully in writing and verbally.
- Is able to travel six or more times a year for Prizmah in-person gatherings, events, and team meetings.
- 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.
- Prizmah is committed to and supports individual and professional development.
- 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 \$52,000 - \$62,000.

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