



# PARK AVENUE SYNAGOGUE

## **JOB TITLE:**

Operations Manager

## **DESCRIPTION OF PARK AVENUE SYNAGOGUE:**

Park Avenue Synagogue (PAS) is one of the largest Conservative congregations in North America. Located on Manhattan's Upper East Side, the synagogue includes a staff of more than 160 talented individuals, who, together with our world-class clergy team, serve a membership of over 1,800 households. Our thriving Adult Programming, Penn Family Early Childhood Center, Congregational School, Youth, and Young Family Education departments provide high quality and inclusive Jewish educational, social, and worship opportunities to our members and the community at large.

## **JOB DESCRIPTION:**

The Operations Manager oversees the operational aspects of the synagogue's day-to-day activities and special events, which often take place seven days a week. This professional works with administrators and program leaders to implement as well as refine and develop new administrative processes and operational procedures. The Operations Manager, who reports to the Chief of Staff, identifies opportunities to increase operational effectiveness and efficiency and then implements changes with supervisor and peers.

## **RESPONSIBILITIES:**

- Manage the scheduling system and spaces for hundreds of programs and events. Host weekly team meeting to ensure clear communication of expectations and future needs.
- Serve on the High Holiday planning team to ensure an outstanding member experience.
- Serve as point person for vendor contracts, leases and renewals for services and equipment. Identifying new vendor option through research and analysis as needed.
- Manage technology inventory and needs. Liaise with IT service provider on inventory, service levels, and billing. Manage upgrades and migrations in partnership with Executive Director and senior leadership.
- Work collaboratively with internal stakeholders and IT vendor to resolve issues. Provide follow up, tracking, and reporting on ticketed issues as needed.
- Work with senior leaders to define, implement, and revise operational policies and guidelines.
- Work with Director of Human Resources to manage onboarding and offboarding of staff.
- Serve as the office manager. Work with staff to ensure the workroom is stocked and organized, and equipment is functioning properly. Manage the purchasing process of office supplies establishing clear process and procedures.



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- Liaise with security provider to schedule security and NYPD detail personnel on building usage and private events.
- Support members' funeral needs. Track and manage cemetery plots, including their purchase. This may include some evening or weekend work. Help plan funerals and shivas held at the synagogue.
- Manage the synagogue's floral needs for weekly and special events.
- Supervise Receptionist staff.
- With the Chief of Staff, oversee budget of vendors, process invoices, and write regular reports and analyses on actual versus projected budget.
- Lead special projects.

## **QUALIFICATIONS/CORE COMPETENCIES:**

- Strategic-growth mindset with the ability to work with leaders and peers.
- Significant experience developing or refining processes and systems in a complex organization.
- Strong analytical, organizational, and problem-solving skills.
- Acute attention to detail and follow-through.
- Exceptional interpersonal and communications skills.
- Ability to identify potential future needs.
- Ability to work independently and collaboratively within and across units.
- Identify alternate processes based on feedback from leadership.
- Willingness to pitch in and take action.
- Technologically savvy, including proficiency with Microsoft Office, Adobe, and other programs.
- Ability to prioritize tasks and manage projects simultaneously.
- Bachelor's degree.
- The synagogue has adopted a COVID-19 vaccination policy to safeguard the health and well-being of its employees. Employees are required to be vaccinated. The policy is subject to change due to the evolving circumstances of the pandemic.

## **COMPENSATION/BENEFITS:**

\$75,000- \$90,000 commensurate with experience and skills. A comprehensive benefits package, including health insurance, health saving account, retirement plan, life insurance, flexible spending plan, vacation/sick paid time off, and medical/family leave.

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