

Chief Experience Officer

The Edlavitch DC Jewish Community Center (EDCJCC) is a cornerstone of Jewish life in the nation's capital. We take an expansive and dynamic view of Jewish life that both impacts and reflects the values of our Jewish community and the broader community in which we live and whom we serve.

The Center welcomes all and serves many unique networks: young professionals, families with young children, Jews of Color, LGBTQIA Jews, arts lovers, empty nesters, active retirees, and many more. The Chief Experience Officer (CXO) is a new position for the Center and its focus is to create a unified vision for the EDCJCC's varied communities and programs. The CXO will lead the talented team of professionals who manage these networks and programs with the goal of expanding the number of people engaged and deepening those connections so that community members are meaningfully engaged and stay engaged, even as they transition across life stages. The CXO is a strategic, innovative, creative, and effective leader responsible for the comprehensive planning, implementation and oversight of all programmatic activities that serve these goals.

What you will do:

- Work closely with the CEO and other executive officers to develop and lead a unified vision for community life at the EDCJCC.
- Provide leadership to program directors, volunteers, and other staff, solicit feedback, and analyze the effectiveness of programs and identify opportunities to build new programs or initiatives that serve the community, with an eye toward also growing revenue.
- Responsibility for the P&L of all departments reporting to the position, the CXO will lead direct reports in budgeting and managing their revenue and expenditures.
- Convene and facilitate collaboration and learning across the full team of program staff, including teams who may not directly report to the CXO.
- Champion the use of a new integrated CRM among all program teams and support the growth of a data culture where departments use data to animate the team around both department-level and organization-wide shared goals and to use it to regularly assess progress and identify opportunities.
- Support program departments in strategic evaluation and planning efforts to maximize their individual and collective impact aligned with organizational performance goals.
- Work with the team to seed and facilitate new networks across the EDCJCC to ensure that underserved audiences who could be served by the EDCJCC have meaningful outlets to get and stay connected.
- Cultivate lay leadership bodies for all signature program areas and support your team leads to do so, so that community members deepen their engagement, leadership and financial support for the Center.

- Build partnerships in the community that advance the work of the EDCJCC and specifically the teams you manage, and work with program leads and the development department to garner financial support to sustain and grow successful program areas.
- Partner with the senior leadership team to create the annual department budget plan and maintain a high level of fiscal responsibility.
- Participate in regular meetings of the Board of Directors and relevant committees and provide strategic direction and leadership to several programmatic councils.

If successful, the Chief Experience Officer will realize the following over the coming years:

- Increase in overall engagement and patronage of the EDCJCC, greater repeat engagement and growing numbers of individuals participating in “communities of belonging” that bind them more deeply to a community and to the Center.
- Strategic growth in earned and philanthropic revenue for key program departments.
- High levels of employee engagement among program staff members who feel supported and report having opportunities for professional learning and growth.

Key Qualifications and Requirements -- Who You Are:

- An innovative leader, passionate about building Jewish community who has actual experience turning a vision into a reality and garnering the resources to support it.
- A proven relationship builder, skilled at network weaving who can “model the way” and coach others to strategically connect people, build community and cultivate leaders, both within the EDCJCC among patrons and staff, and across the community, building relationships and partnerships that benefit the Center.
- A strategic thinker with a proven ability and experience leading planning efforts, conducting strategic program reviews and assessing opportunities and organizing people and programs for impact and in ways that realize revenue growth.
- An experienced fundraiser, who also possesses a proven ability to establish and accurately manage and forecast multiple P&L’s
- A team builder and leader who sets clear expectations, motivates and supports others to do their best work and holds the team accountable for results.
- Data savvy – you have demonstrated experience using data to inform your work and use it to set goals, evaluate progress and facilitate learning across your team. You are a data champion for others, helping them get comfortable applying data to their work. You have experience with CRMs, particularly those on a Salesforce platform.
- An experienced facilitator who knows how to convene a group of people to get meaningful work done together while also having fun.
- Reflective, and possesses a growth mindset. Always leading a team to evaluate programs both to celebrate success and to strive for improvement and greater impact.
- A champion for DEI who has demonstrated experience building diverse, equitable and inclusive communities.

- Demonstrated ability to deal constructively with a wide variety of situations, issues, personalities, and behaviors, including the ability navigate conflict and effective collaboration.
- Skilled at time management and multi-tasking and have a keen attention to detail.
- Knowledgeable of and have lived experience with Jewish traditions, holidays, culture, and basic texts and know how to make it relevant and accessible to others.
- Someone with at least 10 years' work experience who is skilled and experienced at managing people and teams and their associated budgets.
- Bachelor's degree is required, MA preferred.
- The ideal candidate will have prior leadership experience in an engagement-oriented Jewish organization such as Hillel, Moishe House, etc.

Position Details:

- This is a new, full-time position that will report to the CEO and serve as a vital member of the Executive Leadership Team.
- This is an opportunity to work with a creative and talented team in a supportive and flexible work environment.
- The role will include evening and weekend responsibilities according to the programming calendar, with comp time provided to maintain an appropriate balance.
- Salary range \$135,000-155,000
- The Edlavitch DCJCC offers a comprehensive benefits package (health insurance, retirement plan, life insurance and long-term disability) as well as membership and discounts for key JCC programs.
- Start: Spring 2024

To Apply: Send a resume and cover letter addressed to Jennifer Zwilling to jobs@edcjcc.org. First round of applications are due by February 15.

About the Edlavitch DCJCC:

The EDCJCC has grown in reach and impact in and around Washington, DC, by building communities in the center and by bringing our community outside of the center through a steadfast commitment to innovation and excellence. Generations of Washingtonians have danced on our rooftop, played basketball in our gymnasium, swum in our pool, engaged in Jewish experiences, and fallen in love on our steps and around our Shabbat dinner tables. Through these indelible encounters, the EDCJCC has and continues to transform the lives of tens of thousands of people in remarkable ways by offering enriching and fulfilling personal and communal experiences. The EDCJCC promotes its mission and values through the following programs and services:

- **Jewish Life & Learning:** Jewish education and Hebrew language classes, workshops, holiday celebrations, and special events.

- **Inclusion:** social, vocational and recreational programming for young adults with disabilities.
- **LGBTQ Programs (GLOE):** unique and meaningful programs connecting LGBTQ+ Jews in the DC area.
- **Social Responsibility:** meaningful, high-impact volunteer and social justice programs.
- **Racial Equity:** resources, education, and events focused on moving individually and collectively towards anti-racist beliefs and actions.
- **Theater J:** the nation's largest and most prominent Jewish theater.
- **JxJ:** film and music festivals and year-round arts programming.
- **Preschool:** a year-round nurturing environment of open-ended exploration, curiosity, and growth for children aged 2–5, teachers, and parents.
- **Family Programs:** high quality experiential activities including programs for interfaith couples and families
- **Young Professionals (EntryPoint):** outreach to and engagement with young professionals.
- **Camp:** summer day camp and school-year camp programs for children aged 4–12.
- **Fitness & Wellness Center:** a state-of-the-art fitness center, indoor pool, classes, and training.

The EDCJCC completed a \$20 million renovation of its historic, urban 16th Street Building in 2019 (originally opened in 1926). The renovations used the building's existing footprint to create new world-class arts and culture spaces; a new cinema; the Smith Kogod Early Childhood, Youth, and Family Wing; and even more programming possibilities for D.C.'s diverse community. This investment has supported the EDCJCC's continued cultivation of a vibrant, diverse, and growing Jewish community in the greater Washington, DC area—the third-largest community in the country, with 300,000 individuals who participate in diverse aspects of Jewish life.

The EDCJCC holds a commitment to diversity, equity, inclusion, and repairing the cracks we see in ourselves and our society as a core value. As an organization that strives to build community, it is crucial that everyone entering through our doors feels safe, respected, and honored.

Equal Opportunity Employer: The Edlavitch DCJCC provides employment opportunities to all employees and applicants without regard to race, color, national origin, religion, sexual orientation, gender identity or expression, age, disability, sex (including pregnancy), personal appearance, genetic information, economic background, political affiliation, marital status, familial status, family responsibilities, matriculation, place of residence or business, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.

Frequently cited statistics show that women and trans and nonbinary people, as well as other structurally marginalized groups apply to jobs only if they meet 100% of the qualifications. The EDCJCC encourages you to break that statistic and to apply. No one ever meets 100% of the qualifications. We look forward to your application.

