

SENIOR DIRECTOR – SYNAGOGUE SUCCESS

JOB DESCRIPTION

The **United Synagogue of Conservative Judaism (USCJ)** is the hub of the Conservative/Masorti Movement in North America, connecting more than 550 synagogues and 150 youth group chapters with the resources they need to succeed. We also power engagement initiatives like YALA for young adults and ExploringJudaism.org to share our Torah and love of Judaism with 40,000+ viewers each month (and counting). Everything we do serves to promote our way of doing Jewish: joyful, dynamic and inclusive.

All in all, USCJ affiliates and programs reach more than 700,000 Jews across the continent annually - and we plan to double that within a decade. To do that, we need your help.

Our Team's Core Values

At USCJ, our team seeks to live our core values every single day: Collaboration, Dedication to the Mission, Generosity of Spirit, Innovation and Adaptability, Integrity, Solution Orientation and Striving for Excellence are guiding principles that shape our culture and drive our success.

Position Summary:

The goal of the **Department of Synagogue Success (DSS)** is to help every one of our 550+ member congregations thrive and meet their full potential. The DSS team is the key interface between USCJ and clergy, lay and professional leadership of our affiliated synagogues. The department engages over 1,500 synagogue leaders per year through board training, strategic planning, online learning, local and national conferences and strategic partnerships with leading Jewish organizations.

The **Senior Director of Synagogue Success** plays a pivotal role in advancing the strategic vision of USCJ. Drawing on a deep understanding of the challenges that congregations and their leaders face, the Senior Director is passionate about synagogue life and helps strengthen synagogue leadership, provide operational support and build and implement tools to ensure congregations measure their success and impact.

This role provides dynamic leadership and day-to-day management for a team of Synagogue Consultants and an Administrative Assistant. Through a portfolio of resources and services, the Synagogue Success team offers targeted support, signature events, networks and cohorts, a resource library and best-in-class learning and leadership development opportunities designed to enable thriving synagogues and growth of the Conservative/Masorti Movement.

Responsibilities:

Strategic Planning and Vision

- Lead the development and implementation of initiatives to generate actionable and measurable engagement and impact in core areas and service delivery modalities, including:
 - Leadership development initiatives for lay leaders, clergy and professionals
 - Sustainable and desirable synagogue careers (including support for congregational talent search)
 - Synagogue operations resources
 - Resource library
 - Networks and cohort-based learning/support

- Direct consultation and support
- Develop and implement a comprehensive strategy to increase active participation in programs and utilization of resources by synagogue leaders, resulting in positive engagement and year-to-year retention and growth in USCJ affiliation and dues.
- Regularly assess DSS current practices, programs and resources. Drive continuous improvement and innovation where there are gaps and opportunities.
- Serve as an inspiring thought leader and spokesperson for models of thriving 21st century synagogues.

Program Development and Management

- Implement the plan for synagogue leader engagement, including:
 - Supervise planning and execution of DSS programs, platforms and messaging in areas described above.
 - Allocate and manage departmental administrative and program support.
 - Play a lead role in planning and implementation of convenings for specific audiences, and serve as lead team member for the movement-wide convening in 2027.
 - Increase collaboration and lead an integrated approach to service development and delivery.

Performance Management and Evaluation

- Motivate and manage the DSS team.
- Use [EOS](#) management system to establish measurable team and individual goals.
- Evaluate productivity, monitor goals, deliver constructive feedback and address deficiencies in a timely manner through effective coaching and development plans.
- Create a department structure that supports organizational efficiency, collaboration, performance and culture.
- Hire, onboard, train, develop and retain top talent for the DSS team.
- Facilitate communication and collaboration between team members and other USCJ departments to ensure an integrated approach to program development and service delivery.
- Ensure DSS team compliance and consistency in practice of USCJ values, policies, applicable laws and regulations at all times.

Data Analytics and Management

- Ensure consistent use of the customer relationship management system (CRM) by DSS team members for recording contacts, information and follow-up actions.
- Define impact goals and metrics, and ensure collection, analysis and reporting of those parameters.

- Report/present impact metrics to Senior Leadership to ensure informed strategic decision-making, including establishing a dashboard with KPIs.
- Oversee data collection and analysis of participant feedback data. Use data to continuously improve programs and resources and drive increased use and engagement.
- Develop systems within the CRM to record appropriate engagement data, report and analyze progress, and update strategies.

Financial and Resource Management

- Work closely with the CFO to develop and manage the DSS budget while ensuring fiscal accountability and sustainability.
- Identify and pursue opportunities for revenue generation, fundraising and resource development to support growth and expansion of DSS programs, resources and service offerings.
- Participate in revenue generation for the organization, including engaging in regional fundraising for collaborative operations.

Stakeholder Engagement and Communication

- Cultivate and maintain productive relationships with DSS stakeholders including synagogue clergy, lay and professional leaders, partner organizations, donors, volunteers and others in the community.
- Serve as lead staff for the Synagogue Success Committee, including the District Leadership Council (DLC) subcommittee.
- Partner with the Marketing and Communications team to develop an effective promotional and messaging plan intended to reach a range of stakeholders.

Preferred Qualifications:

- Bachelor's degree in a relevant field or equivalent work experience
- 10+ years of experience in supervision, performance management, coaching and development of a team of individual contributors
- Passion for the mission, vision and objectives of USCJ
- Proven track record in the development and execution of successful programming
- Experience implementing evaluation methods and metrics
- High-level project management skills with focus on deadline-driven program calendar
- Experience leading successful change management initiatives
- Collaborative style. Strong interpersonal skills: effective communication, leadership, strategic thinking, organization and time management, problem-solving, decision-making, conflict management, emotional intelligence, adaptability and coaching/mentoring skills
- Understanding of Jewish culture, traditions and values, as well as synagogue operations and challenges

- Budget management including monitoring, analyzing and forecasting resource needs
- Commitment to learning, innovation and continuous improvement
- Current on emerging trends in training modalities, solutions and assessment tools

Location:

Hybrid (New York City) or remote

Schedule/Travel

Requires attendance at evening meetings, weekend programs and in-person convenings

Salary Range:

\$120,000 - \$145,000

Benefits:

Full-time Employees are offered a range of benefits including options for healthcare (medical, dental and vision), Flex Spending (FSA)/Dependent Care Account, 403b Retirement Plan and Company-provided life and AD&D insurance, as well as various voluntary insurance options. Employees are eligible for generous paid time-off including vacation, sick leave and Federal and Jewish holidays, as well as Friday Shabbat early closings.