



## **Director of Campus Operations and Event Services**

### **ABOUT THE JCC EAST BAY**

The JCC East Bay values *hachnasat orchim* (providing a welcoming home) for people of all ages and life stages. Inspired by Jewish values, culture, and tradition, we build relationships, foster learning, and offer accessible pathways to Jewish life through programs for children, teens, families, adults, and older adults. After decades of operating our suite of programs in North Berkeley, we will be opening a new home for East Bay Jewish life in the summer of 2026 in Oakland. Our new campus will offer programs and activities to spark creativity, nurture identity, and weave together diverse generations, cultures, and organizations—including voices from across global Jewry—into a living tapestry of culture, learning, and kehilla (community) connections. Our future flagship campus in the Rockridge neighborhood will house our administrative offices and our award-winning preschool opening in the fall of 2026, and we will retain afterschool programs in Berkeley and in several Oakland public schools.

### **POSITION SUMMARY**

The Director of Campus Operations and Event Services will report to the Chief Operating Officer and play a critical role in the operational success of the JCC's new multi-building campus in Oakland's Rockridge neighborhood. This position owns the infrastructure, logistics, and support systems that enable JCC programs, partner organizations, and private events to succeed. The Director ensures seamless execution across a complex, high-volume event environment while managing building operations, guest services, and a team of staff across multiple functional areas. The ideal candidate is a decisive problem-solver with exceptional organizational skills, customer service orientation, and the ability to manage competing priorities across diverse stakeholders in a fast-paced environment.

### **Team Leadership and Supervision**

- Directly supervise Operations Manager, Event Services Manager, and Private Events Manager.
- Provide leadership, coaching, and professional development for direct reports and their teams.
- Foster a culture of collaboration, accountability, and excellent customer service across the operations team.
- Conduct performance evaluations and support team members in achieving departmental goals.
- Ensure appropriate staffing levels for events, operations, and guest services.

### **Stakeholder and Partner Coordination**

- Build and maintain strong, positive working relationships with JCC staff across all departments.
- Coordinate with program directors to understand operational needs and ensure successful program delivery.
- In conjunction with COO, serve as operational liaison for 15-25 partner non-profit organizations housed on the collaborative campus.
- Communicate proactively with internal and external stakeholders about facility availability, scheduling changes, and operational updates.
- Represent the campus operations team professionally with the public, vendors, and community partners.

### **Campus and Building Operations**

- Oversee day-to-day operations across multiple buildings on the new Rockridge campus.
- Develop and maintain systems for space scheduling, allocation, and utilization across all campus facilities.
- Coordinate building maintenance, repairs, and vendor relationships to ensure facilities meet operational standards.
- Establish and enforce building policies, procedures, and safety protocols.
- Work collaboratively with building engineers and maintenance staff to address operational needs and facility issues.
- Ensure campus facilities are prepared for daily operations, events, and programs.
- Monitor building systems and coordinate with technical specialists as needed.

### **Event Production and Logistics**

- Manager team providing operational and logistical support for all JCC programs, including speaker series, wellness classes, holiday celebrations, cultural events, and community programming.
- Coordinate event setup, breakdown, audiovisual needs, and technical support across multiple venues.
- Manage scheduling and logistics for concurrent events and programs across campus buildings.
- Develop and implement event production standards and best practices.
- Ensure equipment, technology, and resources are available and functioning for all events.
- Troubleshoot operational issues in real-time during events.

### **Private Rentals and Client Services**

- Oversee private rental operations, including client communications, contract execution, and event coordination.

- Ensure exceptional customer service for all private event clients from inquiry through event completion.
- Coordinate with private event clients to understand requirements and deliver seamless events.
- Develop rental policies, procedures, and fee structures in collaboration with senior leadership.
- Monitor rental revenue performance and identify opportunities for growth.

### **Strategic Planning and Process Improvement**

- Lead operational planning for the campus transition and move to the new Rockridge location.
- Identify opportunities for process improvements and operational efficiencies.
- Develop systems and workflows that scale with campus growth and programming expansion.
- Prepare operational budgets and monitor expenses against projections.
- Analyze operational data to inform decision-making and continuous improvement.

### **General**

- Represent the JCC at community events and meetings as needed.
- Serve as on-call contact for operational emergencies and facility issues.
- Other duties as determined by the Chief Operating Officer.

### **REQUIRED MINIMUM QUALIFICATIONS**

- 5-8 years of progressive experience managing campus operations, event venues, or multi-building facilities with high event volume.
- Demonstrated experience managing complex event logistics across multiple concurrent programs and stakeholders.
- Proven supervisory experience leading teams across different functional areas.
- Exceptional organizational and time management skills with the ability to prioritize effectively under pressure.
- Strong decision-making abilities and sound judgment in fast-paced, high-stakes environments.
- Outstanding customer service orientation with proven ability to build relationships with diverse stakeholders.
- Excellent written and verbal communication skills with ability to communicate clearly across all organizational levels.
- Proficiency with standard business applications including Google Workspace, Microsoft Office, and event/scheduling software.
- Ability to work collaboratively across departments and with partner organizations.
- Calm, diplomatic approach to problem-solving and conflict resolution.
- Flexibility and adaptability to changing priorities and unexpected challenges.



- Commitment to the mission of the JCC East Bay and knowledge of or commitment to learning about the Jewish community, values, and traditions.
- Availability for evening and weekend work as required by event and operational needs.
- Ability to lift up to 40 lbs.

### **PREFERRED QUALIFICATIONS**

- Experience in nonprofit or mission-driven organizations.
- Knowledge of building systems and facility operations.
- Experience with budget management and financial forecasting.
- Familiarity with private event sales and contract management.
- Background in hospitality, conference center, performing arts venue, or similar event-centric operations.

The salary range for this position is \$100,000-\$125,000 annually. This is a full-time, exempt, onsite role. Excellent benefits including medical, dental, vision, vacation, sick pay, and holidays (including Jewish).

The JCC East Bay is an Equal Opportunity Employer and makes employment decisions on the basis of merit. JCC East Bay policy prohibits unlawful discrimination in accordance with federal, state, and local laws. The JCC East Bay complies with the Americans with Disabilities Act and is committed to providing reasonable accommodations for people with disabilities. If you require particular accommodations during the application and interview process, please inform us of your needs so that we can provide accordingly.

Systemic inequities in hiring have caused women, people of color, LGBTQ+ folks, and others to apply to jobs only if they meet all of the qualifications. The JCC East Bay encourages you to apply anyway, as no one ever meets 100% of the qualifications. We look forward to your application.