

Director of Member Experience

Park Avenue Synagogue

New York, NY

Salary: \$120,000 - \$145,000

BACKGROUND

The Organization

Park Avenue Synagogue (PAS) is one of the largest and most vibrant Conservative congregations in North America. Located on Manhattan's Upper East Side, PAS serves over 2,000 member households through exceptional worship, education, and community programming. Our dedicated team of professionals work alongside world-class clergy to deliver inclusive, high-quality Jewish experiences. From our Penn Family Early Childhood Center to our Adult Programming and Youth Education departments, PAS is committed to fostering connection, learning, and engagement for every member of our community.

To learn more, visit <https://pasyn.org/>.

The Position

The Director of Member Experience is a key ambassador for PAS, responsible for designing and stewarding a personalized, warm and welcoming experience across the congregation. This role ensures that members receive responsive service and that staff and clergy have the tools and information they need to support their own relationships.

Bringing together operational excellence and strategic vision, the Director creates the systems and processes that help members feel welcomed, supported, and connected. Reporting to the Executive Director, the Director manages the full membership lifecycle - from onboarding and engagement to retention - while collaborating closely with clergy, Finance, Development, Education, Communications, and lay leadership.

ROLE OVERVIEW

- **Member Relationship Management:** Serve as the primary point of coordination for membership-related inquiries, onboarding, renewals, and benefits, ensuring timely and consistent service while routing pastoral, educational, or programmatic needs to the appropriate staff or clergy.
- **Pastoral Coordination & Member Care:** Serve as a front-line listener for members navigating sensitive life moments, discerning when pastoral support is needed and coordinating timely handoffs to clergy. Support clergy by providing context, history, and follow-up, ensuring members feel seen, supported, and held by the institution during times of joy, transition, and crisis.
- **High Holiday Operations & Readiness:** Lead membership-facing aspects of High Holiday preparation, including eligibility verification, seating assignments, ticketing policies, exception management, and member communications. Partner closely with Clergy, Finance, Operations, and Communications to ensure a seamless, accurate, and pastoral High Holiday experience for thousands of members during the synagogue's most complex and meaningful season.
- **Onboarding & Engagement:** Design and manage a thoughtful onboarding process that helps new members find connection through staff, clergy, and community touchpoints - without owning ongoing relationships with each household.

ROLE OVERVIEW (cont.)

- **Cross-Functional Collaboration:** Partner with Finance, Development, Education, and Communications to align membership processes with organizational goals and ensure seamless experiences.
- **Financial Stewardship & Billing:** Oversee member account management in partnership with the Finance team, including preparing for annual billing, reviewing financial aid applications, making award recommendations, monitoring payment plans, and conducting proactive and compassionate follow-up on outstanding balances.
- **Data & CRM Management:** Maintain accurate records and activity tracking in Salesforce; leverage data to inform engagement strategies and institutional memory.
- **Policy & Expectations:** Apply sound judgment in managing nuanced issues such as seating, tier benefits, and exceptions; develop clear guidelines and communication scripts.
- **Fundraising Support:** Identify potential donor leads through member relationships and facilitate warm handoffs to Development.
- **Event Leadership:** Plan and execute membership events (e.g., new member receptions, celebration Shabbats) in collaboration with other departments.
- **Operational Excellence:** Streamline administrative processes, implement automation where possible, and create a single source of truth for membership data.
- **Committee Partnership:** Serve as staff liaison to the Membership and Inclusion Committee, supporting initiatives that strengthen community engagement.
- **Culture Stewardship:** Model PAS values of respect, inclusivity, and excellence in every interaction.

No. of Families	Year Established	No. of Staff
2,200	1882	180+

THE IDEAL CANDIDATE

Skills and Competencies

- **Relationship Management:** Ability to build trust and rapport in service interactions, while creating systems and processes that support strong relationships across the community.
- **Cultural Awareness:** Familiarity with Jewish community dynamics or similar cultural contexts to ensure sensitivity and relevance in engagement.
- **Membership & Community Engagement:** Proven ability to manage complex membership structures and community engagement functions, balancing tactical and strategic priorities.
- **CRM & Data Management:** Expertise in Salesforce and other CRM systems, with strong documentation habits to maintain institutional memory and operational accuracy.

THE IDEAL CANDIDATE (cont.)

Skills and Competencies (cont.)

- **Fundraising Support:** Understanding of fundraising processes and ability to identify and facilitate donor engagement opportunities.
- **Financial Judgement & Confidentiality:** Ability to review financial aid applications with discretion and equity; make informed award recommendations; and follow up on unpaid balances with clarity, tact, and firmness as needed.
- **Resilience & Stamina:** Capacity to thrive in high-intensity, fast-paced environments while maintaining professionalism and composure.
- **Communication & Interpersonal Skills:** Ability to engage diverse stakeholders and members effectively through clear, empathetic, and persuasive communication.
- **Adaptability:** 'Chameleon' quality to navigate different personalities, contexts, and shifting priorities with ease.
- **Organizational Excellence:** Skill in managing complex processes, multiple priorities, and operational details efficiently.
- **Judgment & Empathy:** Ability to make nuanced decisions and handle member frustrations with tact and compassion.
- **Collaboration:** Strong cross-functional teamwork and relationship-building across departments and committees.
- **Leadership & Mentorship:** Capability to guide staff, foster development, and coordinate effectively with lay leaders and committees.
- **Strategic Thinking:** Ability to evolve from tactical execution to strategic initiatives that drive long-term membership growth and engagement.

Additional Qualifications

- Proven success in relationship-driven roles with direct member or client engagement.
- Experience managing complex membership or community engagement functions.
- Familiarity with Jewish community life and customs; sensitivity to cultural context.
- CRM expertise (Salesforce preferred); strong organizational and documentation skills.
- Exposure to fundraising processes and donor engagement.
- Ability to thrive in a high-intensity, fast-paced environment with resilience and patience.
- Able to work some evenings, weekends, and Shabbats (for membership-specific or large communal events), as well as some Jewish holidays and the High Holidays.
- Bachelor's degree and 5+ years of relevant experience in hospitality, client engagement, or similar fields.

WHO WE ARE

Work Environment

This role requires five days a week in the PAS office. Working for PAS provides the opportunity to strengthen our community and change the lives of our members, collaborate with a diverse team, and work in an environment that promotes professional development.

WHO WE ARE (cont.)

Work Environment (cont.)

PAS, an equal-opportunity employer, does not discriminate against employees or qualified job applicants on the basis of race, religion, creed, color, sex, age, national origin, disability, genetic information, veteran status, marital status, sexual orientation, or any other status or condition protected by federal, state, or local applicable laws. This policy extends to all aspects of employment, including, but not limited to, recruitment, hiring, selection, compensation, benefits, promotion, training, transfer, termination, and other terms, conditions, and privileges of employment.

COMPENSATION AND BENEFITS

Salary:

\$120,000 - \$145,000

Benefits:

- A comprehensive healthcare benefits package that includes medical, dental, and vision coverage at a low cost.
- Medical FSA and HSA accounts available at cost, as well as access to a Health Reimbursement Account (HRA).
- FSA transit and parking benefits available at cost.
- Generous paid time off: 20 vacation days, 10 sick days, and some paid Federal and Jewish holidays.
- Paid parental leave of up to 12 weeks at full salary.
- Retirement savings account with employee contribution of at least 2% to receive employer contribution of 6%.
- Group life insurance and AD&D free of cost.
- Tuition discounts for Early Childhood Center, Young Family Education Program, Camp Keshet, and more.
- Wellness program, gym reimbursement, and additional AFLAC supplemental benefits.

TIMELINE AND NEXT STEPS

If you are interested in this position, please click [here](#). All applicants will receive an email confirming receipt of their application.

We encourage candidates of all backgrounds to apply even if you do not meet all of the qualifications outlined above. If you are selected to move forward for an initial screening call, we expect you to hear from us by March.

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[**Submit an application**](#)