



## COMMUNITY MANAGER

### OVERVIEW

---

Trybal Gatherings, the leading provider of Jewish camp experiences for young adults, is seeking an enthusiastic, highly organized community manager to serve as the liaison between the Trybal brand and our audiences. You'll manage the customer and community experience while providing programmatic, logistical, and administrative support in one of the most innovative entrepreneurial ventures in Jewish millennial engagement.

The ideal candidate is an experienced community manager or event coordinator who's passionate about immersive experiences. Excited to elevate the landscape of Jewish millennial engagement, the ideal candidate is a highly collaborative teammate with exceptional organization skills and a warm personality.

### ABOUT YOU

---

When someone asks how you describe yourself, the first word that flies out of your mouth is "fun!" but then you realize that you also have a serious side. You often think, "I have a great idea..." and then you actually do it. You have a friendly voice that people love hearing from and are a master of spreadsheets that teams love working with. You have a penchant for hospitality and helping people feel part of something bigger than themselves. As the point person for all participants, you have a deep, holistic understanding of customer service and love being part of a values-based Jewish community. Additionally, you are (or have):

- Proficient at creating content, managing data, and publishing events on multiple platforms, including Eventbrite, Google Suite, Instagram, Facebook, SurveyMonkey, and Canva. CRM experience and graphic design skills are preferred.
- A self-starter who takes initiative and proactively identifies opportunities and solutions.
- Strong written and verbal skills are a must, but you're also a great listener. Experienced at taking on a brand voice and quickly adapting messaging to suit the audience.
- Comfortable problem-solving on the fly and keeping calm under pressure.
- Meticulous attention to detail, able to efficiently prioritize tasks, and juggle multiple projects simultaneously. Comfortable working independently and eager to learn from others.
- Connected to millennial culture and the events scene.
- A dynamic team player and quickly learn new skills along the way.
- Plugged into the zeitgeist of millennial trends.



## CORE RESPONSIBILITIES

---

### **Customer & Registration Management**

- Manage registration for events, communicating directly with customers to answer questions and prepare them for the experience
- Develop deep and meaningful relationships with participants, alumni, and partners through multiple channels
- Manage pre- and post-event communications, including emails, surveys, packing lists, and logistics
- Organize data and track registration trends with our CRM (you will receive training)
- Support recruitment and track leads for new participants, alumni, and staff

### **Project Management**

- Serve as a bridge between the program and operations teams to support all aspects of programs, from idea to implementation.
- Provide direct operational, programmatic, and administrative support at camps and events
- Manage complex logistics and scheduling to ensure smooth experiences on the ground.
- Communicate regularly with venues, contractors, staff, partners, and sponsors nationally throughout the entire planning process, leading up to and on-site at events to ensure that everyone involved has what they need to be successful
- Support administrative tasks, including processing refunds, reimbursements, contracts, inventory, and booking travel

### **Communications & Community Management**

- Manage Trybal's social media, including creating content/posting on Instagram, WhatsApp, and other channels
- Catalyze recruitment for experiences nationally and assist with marketing initiatives
- Cultivate new corporate sponsors and manage relationships with existing partners
- Work closely with community partners in Trybal's core cities to develop engagement strategies through a peer-to-peer lens

### **Program Operations**

- Contribute meaningfully to programmatic ideation, including proposing creative elements for camp experiences, events, and other initiatives to distinguish programmatic excellence
- Collaborate with cross-functional teams and organizational partners to assist in planning experiences.
- Help design and host creative events throughout the year. Serve in a senior leadership role at Trybal's camps, helping with all aspects of the design and implementation of the experience



## POSITION DETAILS

---

- This is a primarily remote position. Candidates in Trybal's east coast cities (Boston, New York) are preferred.
- Regular travel between Trybal's partnership cities and availability to be onsite at camps is required, including representing Trybal throughout communities in which we work.
- Salary range \$56-\$63K, dependent on experience; 3 years' experience preferred; flexible vacation policy, professional development stipend, healthcare & 401(k) benefits available.
- Must have a valid driver's license and be able to lift up to 35 pounds and stand for several hours at a time.
- All Trybal staff and employees must be fully vaccinated and proof of vaccination status will be required.

**To apply:** Please submit a resume and cover letter to [jobs@trybalgatherings.com](mailto:jobs@trybalgatherings.com). Please include "Community Manager" in the subject line of the email. Applications are reviewed on a rolling basis; early application is encouraged.

