



GORDON JCC
NASHVILLE

CHIEF PROGRAM OFFICER

TITLE: Chief Program Officer

SUPERVISOR: Chief Executive Officer

DEPARTMENT: Administration

FLSA STATUS: Exempt

CLASSIFICATION: Full Time

POSITION SUMMARY:

The Gordon Jewish Community Center is a vibrant community organization dedicated to creating meaningful opportunities for people of all ages and backgrounds to connect, learn, grow, and thrive. Through a broad range of programs, services, fitness and wellness offerings, camps, cultural experiences, educational opportunities, and community events, the JCC serves as a gathering place for the greater community.

The Chief Program Officer (CPO) provides strategic vision and leadership for the Gordon Jewish Community Center's programming portfolio, including Children's Services, Camp Davis, Fitness, Aquatics, the Nashville Jewish Film Festival, Older Adult Programming, BBYO, Maccabi Games and teen programming, and campus-wide events. Pending Board approval, this position may also be involved in the development and management of a new racquet center facility on the campus. The CPO ensures programs are mission-aligned, high-quality, financially sustainable, and responsive to community needs. The CPO will support program leaders in setting priorities, evaluating performance, and identifying opportunities for growth. They will ensure alignment across departments on organizational vision, culture, and strategic priorities. As a member of the Gordon JCC executive team, this role works across departments to strengthen member engagement, program participation, and overall community experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Programming Strategy and Innovation

- Develop and implement a comprehensive programming strategy aligned with the Gordon JCC's mission, strategic priorities, and community needs.
- Identify and pursue opportunities for program innovation, growth, and financial sustainability, with a focus on expanding impact, developing new revenue opportunities, and strengthening program performance.
- Provide leadership and oversight for Children's Services, Camp Davis, Fitness, Aquatics, Nashville Jewish Film Festival, Cultural Arts, Older Adult Programming, BBYO and Maccabi, and campus-wide events.
- Collaborate with program leaders to develop and implement systems for program evaluation, benchmarking, and data-driven decision making.



GORDON JCC
NASHVILLE

Program Quality & Performance

- Ensure programs provide high-quality, inclusive, safe, and engaging experiences for participants and members.
- Build a culture of continuous improvement, with alignment and high expectations across program teams.
- Establish consistent standards for program quality, customer service, and participant experience across programming areas.

Leadership & Staff Development

- Cultivate a welcoming, dynamic, and positive workplace culture that promotes collaboration, engagement, trust, and open communication across the organization.
- Collaborate with program directors to define a clear vision for each program that is aligned with the JCC's mission, values and strategic goals. Hold departments accountable to actionable strategies that drive long term success.
- Partner with Human Resources on staffing, performance management, professional development, and organizational effectiveness.
- Ensure appropriate policies, procedures, safety practices, and safety standards are maintained across programs

Financial & Operational Oversight

- Partner with program directors and the Director of Finance to develop and manage program budgets and meet financial goals.
- Monitor program performance and identify opportunities to improve efficiency, participation, revenue, and long-term success.

Cross-Departmental Collaboration

- Collaborate with Marketing, Development, Finance, Facilities, Security, Human Resources, and other departments to support organization-wide goals.
- Partner with Marketing and Membership to promote programs, increase participation, and strengthen member engagement.
- Oversee major campus-wide events and initiatives to create a cohesive and engaging community experience.

Jewish Community & Mission

- Ensure programming reflects the Gordon JCC's mission, values, and commitment to Jewish life, community, inclusion, wellness, and lifelong engagement.
- Support programs and events that bring together individuals and families across generations and backgrounds.



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NASHVILLE**

- Develop and maintain relationships with community organizations, partners, and stakeholders.

QUALIFICATIONS

- Bachelor's degree (Master's degree preferred) in nonprofit management, business, recreation, education, Jewish communal service, or a related field; equivalent experience may be considered.
- 10+ years of progressive leadership experience in programming, nonprofit, recreation, community, camp, or related settings.
- 5+ years' experience with budgeting, financial management, program evaluation, and strategic planning.
- Demonstrated experience leading multiple programs or departments and supervising and developing professional staff.
- Experience working or participating in a Jewish Community Center, Jewish nonprofit, camp, recreation organization, or similar mission-driven organization and/or familiarity with Jewish culture, traditions, and community life.

KNOWLEDGE, SKILLS, AND ABILITIES

- Strategic thinking, program leadership and a visionary
- Program development, innovation, and growth
- Financial acumen and resource management
- Team leadership, coaching, and development
- Strong communication and relationship-building skills
- Collaboration and cross-functional leadership
- Data-driven decision-making and continuous improvement
- Change management, problem-solving, and conflict resolution

PHYSICAL DEMANDS

- Ability to sit, stand, walk, and use a computer for extended periods.
- Ability to attend meetings, events, and occasional evening functions as required.

MARKERS OF SUCCESS

- Overall program participation, enrollment, and retention
- Increased program revenue and financial performance
- Increased membership conversion resulting from programming
- Program quality and positive participant experience



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NASHVILLE

- Successful execution of major campus-wide events
- Staff retention, engagement, and leadership development
- Successful achievement of annual programming goals
- Development and implementation of new or improved programs
- Increased community partnerships and engagement
- Program safety, compliance, and risk management

BENEFITS

- Health, Dental, and Vision Insurance
- Life Insurance and Long-Term Disability Coverage
- 403(b) Retirement Plan with Employer Match
- Paid Time Off (PTO) and Paid Holidays
- Free Gordon JCC Membership
- Employee Program Discounts, including Early Childhood Learning Center and Summer Camp Programs
- Professional Development Opportunities, Conferences, and Licensing Support

HOURS

Regular weekday hours with occasional weekend event activities

The Gordon JCC is an Equal Opportunity Employer and is committed to creating an inclusive workplace free from discrimination and harassment.