



# KAPLEN JCC on the Palisades

Kaplen JCC on the Palisades, Taub Campus, 411 E. Clinton Avenue, Tenafly, NJ 07670  
[www.jccotp.org](http://www.jccotp.org)

**JOB TITLE:** Athletics Business Operations Manager  
**SUPERVISOR:** Keri Thoren, Athletics Director  
**STATUS:** Full Time, 40 hours per week, Benefits Eligible

If you are drawn to a warm, welcoming community and want to feel the true impact of your work every day, come join our team. At the Kaplen JCC on the Palisades (Kaplen JCC), you will be a part of a warm and welcoming professional team focused on ensuring a place of belonging and delivering excellent opportunities to its members and the community.

## KAPLEN JCC ON THE PALISADES

The Kaplen JCC is a welcoming home away from home for all who pass through its doors in Tenafly, NJ and for the wider community. We are a leading nonprofit, charitable organization deeply rooted in Jewish values and tradition, and are a vibrant and welcoming home for the Jewish People. We are a place that welcomes all, cultivating the social, intellectual, physical, and spiritual well-being of the entire community. We are a strength-based organization and pride ourselves on our inclusive and welcoming workplace that celebrates the diversity of our employees. We stress a supportive environment in which people are treated with appreciation and respect and positioned to do their best work every day. Our vision is to be the center point of Jewish life in our community and to engage all generations in our mission and values. We serve 3,000+ membership units and over 750,000 people each year in our 200,000 square foot building and acres of outdoor grounds and facilities.

## POSITION OVERVIEW

The Athletics Business Operations Manager serves as the operational and administrative backbone of the Athletics Department, ensuring the efficient management of finances, registrations, scheduling, reporting, partnerships, and program operations.

This position combines business administration, program support, and operational coordination to help deliver exceptional experiences for participants, families, coaches, staff, and community partners. The role works closely with the Athletics Director to support strategic growth, improve operational efficiency, maintain accurate records, and expand community partnerships.

The ideal candidate is highly organized, analytical, customer-focused, and comfortable managing multiple priorities in a fast-paced environment.

## RESPONSIBILITIES AND OPPORTUNITIES

### Business Operations

- Reconcile participant payments, invoices, and program income.
- Monitor outstanding balances and oversee collections efforts.
- Process refunds, credits, transfers, and financial adjustments.

## **Registration & Systems Management**

- Manage athletics program registrations and enrollment processes.
- Maintain accurate participant records and registration data.
- Process program changes, transfers, withdrawals, and refunds.
- Manage program setup, updates, and maintenance within registration platforms.
- Perform uploads, changes, and ongoing maintenance within TREC and UPACE systems.
- Ensure program information, schedules, capacities, and participant data remain current and accurate.

## **Scheduling & Facility Coordination**

- Serve as the lead coordinator for athletics facility scheduling.
- Manage and maintain the master schedule for:
  - Gymnasiums
  - Basketball courts
  - Pickleball courts
  - Tennis courts
  - Athletic fields and specialty spaces
- Coordinate scheduling priorities across internal departments and external users.
- Resolve scheduling conflicts and maximize facility utilization.
- Support tournament, league, camp, and special event scheduling.

## **Program Operations**

Provide operational support for major athletics programs including Mamanet

- Participant recruitment
- League administration
- Scheduling and communications
- Program growth initiatives

## **Volleyball**

- Participant recruitment
- League administration
- Coach and Program support and direction
- Scheduling and communications
- Program growth initiatives

## **Community Outreach & Partnerships**

- Develop and maintain relationships with local schools and community organizations.
- Coordinate athletics outreach initiatives and partnership opportunities.
- Assist in creating and implementing school-based and community-based athletics programming.
- Support efforts to increase participation and visibility of athletics programs throughout the region.

## **Safety & Risk Management**

- Serve as the Athletics Department Safety Point Person.
- Coordinate safety training and compliance initiatives.
- Maintain emergency action plans and safety documentation.
- Assist with incident reporting and follow-up procedures.
- Partner with organizational safety leaders to ensure compliance with all policies and procedures.
- Promote a culture of safety throughout athletics programs and events.

**Reporting & Data Analytics**

- Prepare weekly, monthly, quarterly, and annual performance reports.
- Monitor key metrics including:
  - Registration trends
  - Participation levels
  - Revenue performance
  - Retention rates
  - Program utilization
  - Facility usage
- Analyze data and provide recommendations to support strategic decision-making.
- Create dashboards and reports for leadership, committees, and board presentations.

**Manager on Duty (MOD)**

- Participate in the organization's Manager on Duty rotation.
- Serve as a visible leader during assigned shifts.
- Respond to operational, member service, and emergency situations as needed.
- Support organizational initiatives and cross-departmental collaboration.

**QUALIFICATIONS & SPECIALIZED SKILLS**

- Minimum 3–5 years of experience in business operations, athletics administration, recreation management, or related fields.
- Experience managing budgets, financial reporting, and operational systems preferred.
- Experience working in youth sports, recreation, nonprofit, community center, or educational environments strongly preferred.
- Bachelor's degree in Sports Management, Business Administration, Recreation Management, or a related field is a plus.
- Excellent organizational and project management abilities.
- Strong analytical and reporting capabilities.
- Ability to manage multiple projects and deadlines simultaneously.
- Strong customer service and relationship-building skills.
- Excellent written and verbal communication skills.
- Ability to work independently and collaboratively.
- Detail-oriented with strong problem-solving abilities.
- Comfortable working evenings and weekends as program needs require.

**SALARY RANGE:** \$48,000

**BENEFITS:**

- Complimentary JCC family or Individual membership
- Employee discounts on all programs, services and events
- Generous paid time off, paid floating federal holidays, paid Jewish holidays
- Health and dental insurance
- 403b employer contribution
- FSA/HSA options
- Life insurance

- long-term disability

This job description is not intended to be all-inclusive, and the Athletics Business Operations Manager will also perform other reasonably related business duties as assigned by its supervisor or other management, as required. The Kaplen JCC reserves the right to revise or change job duties as needs arise. This job description does not constitute a written or implied contract of employment. The Kaplen JCC is proud to be an equal opportunity employer. In keeping with our Jewish values, we are dedicated to a policy of nondiscrimination in employment on the basis of race, religion, color, sex, sexual orientation, gender identity or expression, national origin, age, marital status, citizenship, veteran's status, physical or mental disability that does not prohibit the performance of essential job functions (with or without reasonable accommodation) or any other basis protected by federal, or applicable, state or local law. We welcome everyone interested in our mission to join us. If you require accommodation, please contact us and we will make every effort to meet your needs.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. At the Kaplen JCC, we are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about these roles but your past experience doesn't align perfectly with every qualification noted above, we encourage you to apply. You may be just the right candidate for this or other positions.

**TO APPLY:** Please submit cover letter and resume to Keri Thoren at: [kthoren@jccotp.org](mailto:kthoren@jccotp.org)