

POWERED BY **ONETABLE** // Project Lead

About OneTable and Powered By OneTable:

OneTable is nimble by design. We began as an online and in person community and social dining platform for people in their 20s and 30s to find, enjoy and share Shabbat dinners and make the most of Friday night. Powered By OneTable, is a white label, software as a service, (SaaS) application of our technology and unique peer-engagement strategy. We help engagement and community building-oriented organizations and businesses grow organically and maximize retention by leveraging peer networks to facilitate successful online and in-person gatherings. Since 2020, Powered By OneTable has grown to 15 clients with a goal of supporting 50 clients by 2025.

Job Description:

Reporting to the Chief Program Officer, the Project Lead is a full-time position that oversees the strategic growth of Powered By OneTable, working in collaboration with our technology product team. With a primary focus on relationship management, the Project Lead will drive the prospective and new client pipeline and connect the dots across clients and the organization as a whole. This position is iterative and will evolve over time with input across teams.

Specific responsibilities include:

Manage Current Clients and Client Pipeline:

- Develop cultivation and stewardship plan for current, prospective, and former clients
 - Demo the platform for prospective clients in partnership with product/tech team to ensure accurate representation of the product to clients
 - Understand competition in the marketplace
 - Develop and manage stewardship communications including but not limited to quarterly client spotlights, product feature highlights, and marketing website
 - Serve as client account manager as needed
 - Develop and test consulting-only (no tech integration) offering
- Oversee excellent internal management system
 - Draft client proposals and licensing agreements
 - Document all client and prospective client interactions in Salesforce

Supervise Customer Success Team:

- Provide support to ensure that Customer Success Managers (CSMs) reach their goals
- Work with CSMs to create playbooks that match client needs with solutions grounded in OneTable engagement methodology
- Support CSMs to resolve time sensitive and high-pressure inquiries, so that issues are resolved proactively and client needs are met
- Liaise with research team for continual feedback and iteration for clients and product

Organizational Leadership:

- Craft strategy for Powered By OneTable's strategic growth
- Manage Powered By OneTable cross-departmental group
- Connect the dots on product feedback across clients and work with tech/product team on potential solutions

- Represent Powered By OneTable across the organization, to stakeholders, and other audiences as needed

Key Attributes/Skill Set (Must Have):

- Ability to keep a "high-level view" across all clients - see which problems affect multiple clients and forecast what those trends mean for future churn
- Experience managing a high-performing team
- You have political savvy and an ability to hold and navigate complex relationship dynamics
- You appreciate the importance of data and making data driven decisions and are familiar with customer database management software (we use Salesforce) or have an interest in learning more

Benefits Package:

The salary for this position starts at \$70,000 annually plus the following benefits:

- Health insurance — medical, dental, and vision insurance currently through Aetna; OneTable pays 85% of the healthcare premium for each employee and 50% for dependents.
- Pre-tax commuter benefits, a flexible or health spending account (FSA or HSA), short and long-term disability, and life insurance.
- Time off:
 - Paid time off (PTO) for personal, sick days, and vacation.
 - The office is closed for all major Jewish holidays, as well as most federal holidays.
 - OneTable offices are also closed the July 4th week and December 25 - January 1.
 - As an organization rooted in the mission of spreading Shabbat, we know the importance of having time on Fridays to start winding down and preparing for our favorite weekly holiday. The OneTable offices close at 4:00 pm (local time) every Friday and at 12:00 pm on the first Friday of each month.
- Optional and discounted identity theft protection, legal assistance program, pet insurance, travel insurance, critical illness, accident, hospital indemnity insurance, and more.
- This position is an exempt salaried position, which is not eligible for overtime.

Please note: Given that this is a new role, we are open to being flexible and adapting this position and salary level to the candidate's skills and experience. Therefore, if you have more experience or skills than listed in the job description we encourage you to apply so we can have a conversation.

Location: OneTable offers a flexible hybrid work policy which allows you to work from anywhere in the United States. Full-time employees may choose to work from an office space (provided by OneTable) or fully remote.

To Apply:

[Click](http://www.onetable.org/careers-apply) to fill out our online application: www.onetable.org/careers-apply

Questions? Email careers@onetable.org

Application Process:

- Review of applications will begin immediately and continue on a rolling basis until the position is filled.

- Submission of Cover Letter and Resume outlining your interest in OneTable and how your qualifications match the job description
- 2-3 rounds of interviews with members of the OneTable team
- Applicants that move forward may be asked to complete a written task
- There may be additional conversations with colleagues with whom they would be working.

Note: *OneTable seeks to increase equity in its hiring and therefore to mitigate the inside edge sometimes given to those who have relationships with “field insiders,” OneTable does not accept informal recommendations from individuals with personal connections to our staff or Board members and cannot factor such referrals into selection of candidates for interviews.*

Equal Opportunity Employer:

We deeply value the diversity of insight, perspective, and experience brought by people from backgrounds typically underrepresented in Jewish institutions. This includes Black, Latinx, Indigenous, and Asian people, Black Jews, Jews of Color, Sephardi and Mizrahi Jews, lesbian, gay, bisexual, trans, and gender non-conforming people, and people with disabilities. We also welcome applications from people of diverse religious, spiritual, and cultural backgrounds.

The organization provides equal employment opportunities to all applicants and employees without regard to race, color, religion, gender, sexual orientation, gender expression, age, citizenship or immigration status, creed, genetic predisposition or carrier status, national origin, disability condition, marital status, status as a disabled or Vietnam-era veteran, or any other protected characteristic as established by law. In addition, the organization affirmatively seeks to advance the principles of equal employment opportunity as it applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination, and all other terms and conditions of employment.