



CREATING AN ENVIRONMENT FOR INSPIRING HUMAN POTENTIAL



## POSITION | JUMP EXPERIENCE MANAGER

### POSITION DESCRIPTION

The JUMP Experience Manager works collaboratively with all JUMP team members to build and sustain a strong team culture at JUMP that supports the JUMP mission with a playful personality. Reporting to the Community Engagement Director and working closely with the JUMP Experience Coordinator, this person manages all JUMP Experiences (JE) and programs and supports the Share Studio as time allows.

### DUTIES AND RESPONSIBILITIES

- Manage all aspects of the JUMP Experiences including identifying opportunities to utilize otherwise vacant studio spaces for programs that extend the JUMP mission to the community.
- Serve as the point-person/primary contact for all JE communication with clients - from inquiries to development of studio programs, reservations, team member assignments and review.
- Manage and continually strive to expand the JUMP Experience menu of offerings.
- Collaborate with the Rentals & Events team to identify opportunities to engage guests with tactical elements of the JE program where appropriate, further differentiating JUMP as a unique destination for mission-related meetings and events.
- Collaborate with the JUMP Leadership Team to identify and implement strategies for JUMP Experience program growth.
- Coordinate with the JUMP team, Logistic team, and TCM - from reservations to execution.

### JUMP EXPERIENCE LOGISTICS

- Meet with the Rentals & Events team to verify space availability and adequate resources.
- Enter pertinent information into EMS and Social Tables, and attend necessary Logistics meetings to ensure Facilities, AV, Catering, Security, and Front Desk are aware of the details.
- Plan regular meetings with the JE Team (anyone supporting a JE) to discuss upcoming JUMP Experiences and details/requirements for each.
- Work with the JE Coordinator to oversee bookings, confirmations, layouts, execution of day-of services including facility set-up and break-down, materials and other special requests.
- Provide timely and accurate communication to the client and fellow JUMP team members.
- Verify appropriate information is received from the client including deposit payment (if applicable) and follow up with an invoice and marketing content after the Experience.

### SHARE STUDIO PROGRAMMING & SUPPORT

- Activate the Share (kitchen) Studio by developing programming that invites community to play with food and/or connect in the kitchen.
- Support culinary requests from community interested in utilizing the Share Studio.

## REQUIRED QUALIFICATIONS

- Playful individual who enjoys interacting with others.
- Thinks outside the box and not afraid to develop and test new and engaging programs.
- Organized, driven, energetic, and goal oriented.
- Excellent communications skills and experience establishing expectations.
- Enjoys working in a fast-paced, high energy, and ever-changing entrepreneurial environment.
- Ability to work calmly and effectively in stressful situations - pivoting when necessary.
- Communicates and works effectively with a diverse group of individuals.
- Willing to work nights, weekends, and split shifts as needed.
- Proficient with computers and knowledge of basic business practices and overall office processes.
- Excellent team player with professional demeanor and ability to exceed customer expectations.

## PREFERRED QUALIFICATIONS

- Event planning experience with an emphasis on professional correspondence.
- Experience with and knowledge of non-profit organizations.
- Experience with EMS (Event Management Systems) scheduling software by Dean Evans & Associates.
- Experience with Social Tables.
- Basic culinary knowledge and food-handling experience.

**DISCLAIMER** | JUMP is a start-up non-profit organization; consequently, the position description listed above has been written to indicate the overall nature, essential duties, and responsibilities of the work to be performed. It may not contain a comprehensive record of all duties, responsibilities, and qualifications required as it is highly likely the job structure will evolve. One of the greatest hazards of this position is that it comes with an ample amount of silly that could potentially lead to painful belly laughs.

**TO APPLY** | Please submit a current resume and cover letter along with a completed JUMP application (located on our website at [JUMPBoise.org](http://JUMPBoise.org) <http://jumpboise.org/careers>) to [careers@jumpboise.org](mailto:careers@jumpboise.org) with the position title in the subject line or by mail to 1000 West Myrtle Street, Boise, Idaho 83702. If you have any questions, please e-mail us at [careers@jumpboise.org](mailto:careers@jumpboise.org).