

Job Description

Online Program Coordinator

Organization Profile:

San Francisco Zen Center was established in 1962 by Shunryu Suzuki Roshi (1904-1971) and his American students. Suzuki Roshi is known to countless readers as the author of the modern spiritual classic, *Zen Mind, Beginner's Mind*.

The purpose of San Francisco Zen Center is to make accessible and embody the wisdom and compassion of the Buddha as expressed in the Soto Zen tradition established by Dogen Zenji in 13th-century Japan and conveyed to us by Suzuki Roshi and other Buddhist teachers. Our practice flows from the insight that all beings are Buddha, and that sitting in meditation is itself the realization of Buddha nature, or enlightenment.

Today, San Francisco Zen Center is one of the largest Buddhist sanghas outside Asia. It has three practice places: City Center, in the vibrant heart of San Francisco; Green Gulch Farm, whose organic fields meet the ocean in Marin County; and Tassajara Zen Mountain Center—the first Zen training monastery in the West—in the Ventana Wilderness inland from Big Sur. These three complementary practice centers offer daily meditation, regular monastic retreats and practice periods, classes, lectures, and workshops.

Zen Center is a practice place for a diverse population of students, visitors, lay people, priests, and monks guided by teachers who follow in Suzuki Roshi's style of warm hand and heart to warm hand and heart. All are welcome.

Reporting Relationships:

Department: Program Department
Reports to: Program Director
Works With: Communications Coordinator, Reservations Coordinator, Audio-Visual Coordinator, Course Registrants, Course Leaders, Consultants, Vendors
Status: Full time

Position Overview:

You will work at the heart of SFZC's program department and will be responsible for supporting SFZC online programs including online courses, online practice periods, and year-long programs. These programs are an important entry point to the teachings, help to maintain connection with farflung members, and contribute to the financial well being of SFZC. The online program coordinator reports to the program director and collaborates with a variety of internal SFZC functional areas including course instructors (who are typically senior teachers), reservations department, finance department, communication department, and IT department. An integral part of the job is cultivating relationships with people throughout Zen Center and the wider community.

Desirable Knowledge, Skill & Abilities:

- Familiarity with San Francisco Zen Center mission, organization, and leadership and previous residence at least one of the practice centers
- Minimum of 3 years work experience in an online environment
- Tech-savvy with prior experience in using the following platforms: Google Docs, Skype, Email marketing platforms (Constant Contact, Mail Chimp), Ning, and Wordpress

- Working knowledge of current leading-edge audio conferencing and webcast technologies (ITS, Zoom, Maestro Conference, Livestream, Google Hangouts)
- Strong attention to detail and organizational skills
- Excellent project management skills. Ability to manage and prioritize demanding schedules and be comfortable in a constantly evolving environment of rapid change
- Strong analytical skills and Excel experience; knowledge of metrics and systems to analyze online performance
- Strong team orientation, self-motivated, disciplined, and reliable
- Able to represent the core values of SFZC internally and externally
- Enjoys working collaboratively as part of a team
- Comfortable with responsibility and taking initiative on new projects
- Excellent written, oral, graphic, and interpersonal communication skills (i.e. phone inquiries, web pages, correspondence); experienced in editing and/or proofreading copy

Required:

- Bachelor's degree or 4 years of relevant experience in a related field
- Possess strong written and verbal communication skills in English
- Proficient with Microsoft Office 2007-2011 products, Google apps, and standard office equipment
- Familiarity and comfort with various web applications and technology

Duties and Responsibilities:

- Course support for registered participants, as well as inquiries regarding new course offerings being promoted. This includes:
 - Responding to email and phone questions from course participants or those interested in registering for upcoming courses
 - Reply to questions regarding registration and coordinating registration issues with Reservations Coordinator, and supporting registered participants with registration/access to course website and weekly conference calls
- Coordination for online courses including:
 - Coordinating the project timeline with the Program Director and course teachers to ensure that course content is posted on the course website before the course launches, and that it is updated weekly
 - Coordinating weekly course conference calls including sending out reminders to course participants
 - Participating in weekly course conference calls and helping the instructors to monitor time
 - Working with course teacher(s) and Program Director to prepare the script for the weekly conference calls
 - Posting teacher's PDF content to course website as needed.
 - Offer input to and feedback on the marketing and promotional plans.
 - Ensure timely teacher payments for online guest teachers.
 - Organizing course content, storage, and archiving
 - Metrics maintenance
- Overall support for General Programs by working with Program Coordinator(s)
 - Provide general administrative support for the Program Coordinators in the coordination of classes and workshops at City Center and Green Gulch
 - Support the Program Coordinator(s) by preparing guest teacher payments and overseeing accommodations for visiting teachers and events
 - Support the Program Coordinator(s) by answering email and phone queries

- Develop and schedule work plan in accordance with fluctuating and sometimes conflicting priorities.
- Assist in the preparation of financial reports

To be successful as a member of the SFZC staff, you will also:

- Have a passion for our mission and a strong desire to impact a spiritual non-profit organization
- Be an innovative and creative thinker; you're not afraid to try something new and inspire others to do so
- Have a very high level of personal and professional integrity and trustworthiness
- Have a strong work ethic and require minimal direction
- Work well independently as well as part of a team

Environmental:

- Climb stairs
- Lift 15 lbs.
- Type on a computer regularly

Stipend:

- This is a stipended staff position.