Director of Digital Products

Chabad on Campus International

TEAM Digital Products	**REPORTS TO** VP of Programs
EMPLOYMENT Full-time	**LOCATION** Brooklyn, NY / Hybrid

About Us

Chabad on Campus International supports a global network of Jewish professionals on over 1,000 college and university campuses, engaging more than 160,000 students annually. The digital tools we build help our network of Chabad on Campus centers reach, engage, and support Jewish students. We are looking for someone to own those tools and make sure they truly work for the people who use them.

The Role

This is a product and operations leadership role, not an engineering role. You won't write production code. You will understand how technology gets built, set a clear direction for our products, and put the processes and systems in place to deliver them well.

Just as important, you'll be the person who brings our technology to the people who use it. You'll understand our users deeply and champion their needs. You'll turn high-level vision into a clear plan and drive its execution — giving our digital work a single, capable owner.

What You'll Own

- **Products & platforms —** The full portfolio of our digital products and platforms — most of which we deliver as software-as-a-service (SaaS) products to Chabad on Campus centers — including our student-facing mobile app, our CRM for campus centers, fundraising platforms, event registration and RSVP systems, websites, and internal portals. You'll set the plan for where they go and ensure they're built, delivered, and maintained well.
- **Internal partners —** Working with each COCI department to understand their needs and make sure our digital tools support their programs.
- **Prototyping —** Build quick prototypes or mockups, using AI or no-code tools, to show partners exactly what we need before development begins.

- **The team —** Leading, mentoring, and developing a team of specialists, and comfortable enough with technology to earn the trust of developers and hold them to a high standard.
- **Partners & vendors —** Managing outside development and technology partners — priorities, roadmaps, delivery, quality, and accountability.
- **Innovation —** Keeping us ahead of the curve, including a thoughtful, responsible approach to AI and emerging tools.
- **The customer —** Being the primary voice of the customer for everything digital.
- **Process and systems —** Turning our programs and workflows into clear product requirements, and building the rollout, training, support, and feedback processes that make each tool succeed.

What You'll Do

- Translate organizational vision into a clear, actionable plan and oversee its execution end-to-end.
- Understand our users deeply and advocate for their needs.
- Gather feedback, resolve issues quickly, and bring strategic patterns and opportunities back to senior leadership.
- Set priorities across products and projects based on urgency and value, and hold your team and partners to their commitments.
- Stay current on technology and AI trends and bring a forward-thinking point of view on where we should go next.
- Steward the digital budget and be able to articulate the value and impact of our investments.
- Represent our digital vision credibly to partners, funders, and stakeholders.

Who You Are

- **A tech visionary —** Innovative and forward-thinking about technology — you get excited about what's possible and how to apply it.
- **A product thinker —** You see what our users need and how technology can deliver it, and you can turn that into a clear plan.
- **An operator —** You've put processes and systems in place that people actually adopted, and you know how to take a project from idea to launch to ongoing improvement.
- **A capable overseer —** Able to lead engineers, designers, and vendors, weigh technical tradeoffs, and earn their trust without building it yourself.
- **A people leader —** Experienced in leading and developing people; you make the team around you better.

- **Strategically minded —** Eager to grow toward big-picture, long-term thinking — spotting patterns and root causes, not just solving the problem in front of you.
- **Mission-driven —** Motivated by our mission and able to connect authentically with the people and communities we serve.

Experience We Value

Strong candidates will bring a mix of the following, rather than every item:

- Leadership of digital products or technology — as a product manager, product owner, or technology leader who has overseen (not built) software and digital tools.
- Operations or program management experience, especially introducing new systems, tools or processes across an organization.
- A track record in customer-facing roles, with a real feel for user needs.
- Experience managing people and/or external technology partners.
- An affinity for our mission and the communities we serve.

Compensation & Benefits

The salary range for this role is $100,000–$140,000, commensurate with capabilities and experience. We also offer a comprehensive benefits package that includes:

- Generous paid time off
- Health insurance
- Retirement plan
- Flexible spending accounts
- Paid parental and family leave

To Apply

If this sounds like you, we'd love to hear from you. Please submit your resume, cover letter, and salary expectations using the application form here.