



J AMBASSADOR - Customer and Membership Service Representative

Full and Part Time Positions Available

New Year, New Job! Join our J Staff team and wake up every morning ready to make a difference. Are you ready to make the best decision of your life?

We have an opening for a friendly, caring and motivated guest relations enthusiast with **hospitality experience** to join our **Member and Guest Relations Team**.

What's in it for you?

While we offer competitive compensation rates and benefits, it's so much more than just a pay cheque. Be inspired every day as you walk into our bright, sun-filled atrium as you help create a welcoming presence and positive first and last impression for our members and guests. Grow as a professional through our staff development program with mentorship and coaching. We also provide very generous staff perks and program discounts. What better way to start the New Year than with a free gym membership?

What are we looking for?

You have a positive "can do" attitude with a bias to say "YES". You are a warm, friendly and flexible team player with excellent interpersonal and communication skills. The ability to problem solve and prioritize work in a highly social and fast paced environment will help you succeed. So too will the ability to work efficiently and cooperatively with a diverse group of people. You have knowledge of Jewish culture, traditions, Israel and understand the importance of community.

What do we need you to do?

Provide courteous, professional, friendly and knowledgeable information to the public regarding all programs and services offered at the Schwartz/Reisman Centre (SRC) and by Lebovic Campus tenants; in-person and via phone, email and our web live chat. Implement member engagement and retention strategies. Resolve complaints in a timely and proactive fashion. Actively promote and cross-promote all programs, classes and special events; take the initiative and stay abreast of program changes and new additions. Provide way-finding assistance to members and guests. Most importantly, we are looking for staff with big smiles who bring positive energy and enthusiasm every day.

The "Fine Print"

Must be available to work a variety of shifts during the day, evenings and weekends. High school completion and a minimum one-year experience in a hospitality environment preferred. You must have strong computer proficiency (Microsoft Outlook, Excel, Word and Database experience).

The ability to speak Russian and/or Hebrew is an asset.

Application Process

Guided by Jewish values, the SRC (situated in Vaughan - Bathurst/Rutherford) is dedicated to serving the community's cultural, educational, fitness, social, spiritual and recreational needs. Accommodations during all phases of the hire process will be made wherever possible. The key to our success is providing an exceptional first point of contact for all our members and guests and providing an inspirational and memorable user experience. If you are interested and qualified for this position please submit your resume by e-mail no later than **February 15, 2019** to elaine@srcentre.ca.

We appreciate and thank you for your application, however we will only contact those candidates we wish to

interview.