



The Schwartz/Reisman Centre and the Prosserman JCC (“the J”) are vibrant and welcoming hubs that connect people to Jewish community and inspire meaningful and healthy lifestyles. As primary destinations of Jewish engagement, the J strengthens individuals and families through its dynamic program offerings.

The J programs, services and connections support a diverse and thriving Jewish community and provide a sense of belonging and identity. Through this work, the J models a world in which, more than ever, Jewish wisdom is valued; differences are respected; communities are built; creativity is encouraged; and aspirations are realized in exciting and powerful ways. We are excited to be expanding our Membership Sales and Service Teams at both locations and are looking for passionate, enthusiastic, member-centric, sales and service driven **Membership Sales Associates** to jump at the chance to join the J at this pivotal point in its expansion and growth:

## JCC MEMBERSHIP SALES ASSOCIATES

### **Role Summary:**

Reporting to the Membership Sales Manager and Director of Membership, the **Membership Sales Associate (MSA)** is primarily responsible for achieving all membership sales and service related goals as set out by the department management. The **MSA** adheres to all the sales systems and processes, while always providing exceptional member service and a member-centric focus. The **MSA** works collaboratively with other members of the sales and service team, along with all other J departments to help execute lead generation, outreach and marketing strategies to ultimately increase sales and promote the health of the J.

This position requires a solid understanding and passion for fulfilling the vision and mission of the J and helps build a creative, collaborative culture. A strong drive for results and a willingness to service others are critical ingredients for success in this role.

### **Essential Duties & Responsibilities:**

- Working collaboratively with all J. staff.
- Meeting performance metrics (KPI's).
- Participating in lead generation activities and outreach events.
- Participating and contributing to a high energy, J-thinking culture.
- Open to feedback, coaching and training and development – both hard and soft skills to develop personal and professional growth.
- Ensuring J branding through consistency and continuity in all actions.
- Nurturing member relationships, promoting programs and participating in special events as assigned.
- Participating in quarterly and annual performance reviews.
- Enforcing J policies, business practices, systems and processes.
- Providing effective decision making and ability to work independently.
- Participating and contributing to various meetings – team, one on ones and larger group.
- Generating creative ideas and participating in special J projects and community engagement initiatives as required.
- Daily communication with the Membership Sales Manager and Director of Membership.



Prosserman JCC

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UJA FEDERATION  
of Greater Toronto



Schwartz/Reisman  
Centre

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- Promoting all J programs, above and beyond fitness.
- Engaging with the Jewish community and community at large.
- Being a positive role model and ambassador for the J.

### **Core Competencies & Job Qualifications:**

- Demonstrated competencies and experience that support our core J organizational values.
- Minimum of 3 years of previous sales experience required with a strong sales track record.
- Highly organized and ability to multi-task.
- Possess a strong service mentality and genuine desire to help others.
- Must be outgoing and high energy with the ability to motivate a group of people.
- Willingness to learn and be coached.
- Excellent English written and verbal communication skills, with strong ability to address/respond in a clear, concise, and respectful manner.
- Hebrew/Russian an asset.
- Must possess honesty, integrity, transparency and accountability.
- Flexible to work morning, day, evening and weekend shifts.
- Fitness sales experience is preferred.
- Strong computer skills required with knowledge of MS office programs (Excel, Word, PP) Database and Project Management software.
- Dynamic interpersonal and presentation skills.
- Superior customer service and relationship building skills, internal and external.
- Strong listening skills and systems to gather data, information and feedback and act accordingly to resolve issues and/or meet changing needs of the organization and community.
- Strong knowledge of Jewish culture and traditions, Israel and community a must.

### **#Embrace our core values:**

**Leadership**– have the courage to shape a better future

**Passion** – ignite a spark in others to become better versions of themselves

**Collaboration** – be enthusiastic about the possibility 1+1=3

**Creativity** - be a fountain of new ideas and use your imagination to drive innovations to meet community needs and enhance the J experience

**Relational** - put human connections first and give people a deep sense of belonging to the and the community

### **Application Process:**

We welcome all applicants. Accommodations during all phases of the hire process will be made wherever possible. If you are interested in and well qualified for this exciting opportunity please submit your resume in confidence via e-mail no later than **March 10, 2019** to Andrew Wolfish, Director of Membership: [awolfish@prossermanjcc.com](mailto:awolfish@prossermanjcc.com). Please clearly state the job post title in your email. **Please indicate your preference between our Schwartz/Reisman Centre or Prosserman JCC location.**

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

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