



# MEMBER & GUEST SERVICE TEAM SUPERVISOR

POSITION TYPE: **PERMANENT FULL-TIME**

LOCATION: **Prosserman JCC (Bathurst/Sheppard in North York)**

GREAT PERKS: **Free Family Fitness Membership to our brand-new incredible facility; paid time off for Jewish High Holidays; Program Discounts; Dental & Medical Benefits; free onsite parking; working with a dynamic team within a supportive inclusive staff culture, and more!**

## **The J's Vision & Purpose:**

We have a tremendous opportunity for you to join our team and build your career with us. At our core, we believe in inspiring people to live the Jewish lives they want to live. Our dynamic team is guided by our mission: to build and sustain a caring and vibrant community hub that is welcoming to all and based on a solid foundation of Jewish values and with a strong connection to Israel.

## **What We Do:**

From daycare to seniors' programs, fitness to recreation, Jewish learning to holiday celebrations, and everything in between, the J provides life-changing programs infused with Jewish values that inspire and enrich our members and provide a best-in-class experience.

## **The Ideal Candidate:**

- At your core, you're a superb **community connector** with a strong flair for helping people and providing **exceptional customer service**.
- You have a strong drive for results and a demonstrated positive track record in developing efficient proactive customer service systems and **leading** successful customer service teams. **Jewish culture, traditions, and a connection to Israel are evident in your passion for building Jewish community**.
- Your English language skills are superior, verbal and written, and if you speak Hebrew and/or Russian it's an asset.
- **You are able to work a flexible 40-hours a week schedule, including some evenings and weekends.**
- You are a highly motivated, hands-on enthusiastic, organized leader with a collaborative approach to creating memorable user experiences.

## **Essential responsibilities include:**

- Assists with developing a comprehensive strategic operating plan to achieve established customer service, engagement and retention goals.
- Ensures the Member and Guest Service Team creates a welcoming presence and positive first and last impression and experience for all members and guests seeking assistance and/or using the J.
- Ensures the Member and Guest Service Team performs varied administrative tasks to support the Membership sales and service teams as delegated.
- Manages budget, schedules, approves payroll hours and maintains effective communication and shift change processes within the team.
- Assists in developing, planning and executing ongoing promotional/engagement events.
- Recruits, manages, monitors, coaches/develops and evaluates the performance of the full-time and part-time member experience team staff.



- Balances the administrative and management aspects of the role, with significant time spend actively working at the member experience desk.
- Develops a high energy, J-thinking culture.
- Enforces J policies, business practices, systems and processes.
- Troubleshoots and proactively resolves problems, issues, complaints.
- Performs various audits as delegated and submits accurate and timely performance reports.
- Engages with the current and growing membership base, the Jewish community and community at large
- Builds member relationships through positive, friendly and appropriate interactions.

**How to Apply:**

We welcome all applicants. Accommodations during all phases of the hire process will be made wherever possible. Please submit your resume in confidence via e-mail no later than **August 27, to [jeanette@srcentre.ca](mailto:jeanette@srcentre.ca)**. Please clearly state the job title in your email subject line.

We appreciate your application, however we will only be contacting the candidates we wish to interview.