



MEMBERSHIP SERVICES AMBASSADOR

Do you love working with people? Are you a connector? Do you want to be part of the JCC mission building Jewish community? Do you want to come to work every day and make a positive difference? We have a great opportunity for you to become part of the J team and build your career with us at the Schwartz/Reisman Centre (SRC).

We have an opening for a full-time friendly, caring, capable and motivated guest relations enthusiast, with strong administrative skills to join our vibrant Member and Guest Relations Team (must be able to work a combination of day, evening, and weekend shifts). The main duties of this exciting engagement role are:

Member/Guest Relations Responsibilities:

1. **Creating a welcoming presence and positive first and last impression and experience** for all members and guests seeking assistance and/or using the Centre; building member/guest relations through positive, friendly, efficient and appropriate interactions.
2. **Implementing member engagement and retention strategies** including calling new members at regular intervals and connecting them to other programs, departments and people in the J; arranging member appreciation activities and small member engagement events.
3. **Fielding inquiries and providing information in person, on the phone and via live chat:** topics include: guest pass; membership rates; Centre policies; access cards; program specific questions; group ex questions - time/ instructor changes; cancelation inquiries.
4. **Resolving Complaints in a timely and proactive fashion** as needed and knowing when to escalate for assistance.
5. **Providing Customer Service Desk Support when needed,** including issuing towels to members with towel service; covering staff breaks; directing people to service or sales; controlling entry to fitness Centre; directly walking swim registrations to aquatic office and handing off.

Administrative duties and responsibilities:

6. **Processing membership changes** including account freeze requests; adding/deleting members to same account; cancellations; extension of term of term

memberships; adding comments to accounts for customer service team; account reactivations.

7. **Processing day-to-day operational tasks** for example; updating health information, processing information in CSI database; issuing 7 day guest passes; filing; printing confirmations to attach to paperwork; issuing receipts for dues paid; checking membership email; monitoring accounts for inactive cards outstanding balances.
8. **Processing daily billing** including updating credit card or EFT (debit); outstanding balances; refunds; payments for outstanding balances; credits; inputting free month's; calling re new expiry dates; resolving disputes over past payments.

The key focus of this position is to be the smiling and welcoming face or voice of the J and enhance our members and guests Jewish journey.

KEY REQUIREMENTS INCLUDE:

- High school completion and a minimum two years experience in a hospitality and administrative environment.
- A "can do" positive attitude and bias to "YES".
- Superior communication and English language skills –oral and written.
- Ability to speak Russian and/or Hebrew an asset.
- Excellent interpersonal skills: great attitude, warm, friendly and flexible.
- Ability to creatively problem-solve and pro-actively deliver excellent service.
- Ability to prioritize work and focus on the Member/Guest.
- Ability to work effectively and cooperatively with a diverse group of people.
- Ability to multi-task effectively, maintaining a high level of accuracy and meet deadlines.
- Knowledge of Jewish culture, traditions, Israel and community a must.
- Strong computer proficiency (Microsoft Outlook, Excel, Word and Database experience).
- Dependable; arrive on time for scheduled shifts and work to end of shift productively and in compliance with Member/Guest Relations standard operating procedures.

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 and able to work a combination of day, evening and weekend shifts, please submit your resume by e-mail no later than **August 31, 2018** to elaine@srcentre.ca. **Please also state which days/hours you are available to work.**

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