



MEMBERSHIP EXPERIENCE ASSOCIATES

FULL-TIME & PART-TIME POSITIONS

Exciting times are ahead as we prepare for our reopening this summer and look forward to being back together. Join our Schwartz/Reisman Centre ("the J") team and be part of the memorable experience.

The J's Vision & Purpose:

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 Right Membership Experience Associate:

At your core, you're a superb community connector with a strong flair for helping people and providing exceptional customer service. Jewish culture, traditions, and a connection to Israel are evident in your passionate and friendly interactions. You are also able to work 40 hours per week with a flexible schedule including evenings, weekends and some holidays (lieu days included). If you are seeking part-time work, please clearly state the number of hours per week you are looking for and your specific availability. Your English language skills are superior, verbal and written, and if you speak Hebrew and/or Russian it's an asset. The **Membership Experience Associate** position augments our front-line Sales and Service teams by providing the following essential **member experiences**:

- Create a welcoming presence and positive first and last impression and experience for all members and guests seeking assistance and/or using the J.
- Provide courteous, professional, friendly, enthusiastic, and knowledgeable information to on all programs and services offered at the J; in-person and via phone/email/social media/live chat.
- Actively promote and sell all programs, classes, and special events at the J.
- Take initiative and stay abreast of program changes and new additions.
- Provide way-finding assistance to members and guests; hand out towels, tokens, wrist bands.
- Perform administrative tasks.
- Support the sales and service teams, including tours, introductions, booking meetings, meeting confirmation calls, and new member on-boarding.
- Successfully and professionally troubleshoot complaints; escalate to supervisor where needed.
- Maintain effective communication and shift change processes within the team.
- Be the face of the J and enhance our member and guests' Jewish journey at the J.
- Actively engage in J programs.
- HAVE FUN!

Change Lives, Work, & Grow with Us:

Work with some of the most passionate, driven, and effective community builders in the world and be part of an environment which will challenge you and empower you to keep learning and growing. What else can you expect?

- Swim, workout, and enjoy our programs with a free Family Membership at the J.

www.srcentre.ca | <https://www.youtube.com/watch?v=0NgHtedzGL0&t=10s>



SCHWARTZ/REISMAN CENTRE

- Jewish holiday community celebrations & paid time off to enjoy the Jewish high holidays (Rosh Hashanah/Yom Kippur) with your family.
- Comprehensive wellness benefits and commitment to your training and career growth.
- Of course, all of this also comes with a market competitive salary.

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 **July 5, 2021** to [**elaine@srcentre.ca**](mailto:elaine@srcentre.ca). Please clearly state the job title in your email subject line. If you are applying for part-time work, please indicate the days and hours you are available. Please also submit an up-to 2-minute (max.) video recording of yourself answering the question: **What is the greatest impact you can make to the J by being part of the Membership Team?**

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

www.srcentre.ca | <https://www.youtube.com/watch?v=0NgHtedzGL0&t=10s>