



MEMBERSHIP SERVICE ADMINISTRATOR

12-18 MONTH MAT LEAVE CONTRACT – FULL TIME HOURS

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 Service Administrator:

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 a **flexible schedule including some evenings and weekends**. Your English language skills are superior, verbal and written, and if you speak Hebrew and/or Russian it is a huge asset. This position shall augment our front-line Sales and Member Experience teams by providing the following essential administrative and sales support service functions:

- ✓ **Creating a welcoming presence and positive first and last impression and experience** for all members and guests seeking assistance and/or using the J;
- ✓ **Building member/guest relations** through positive, friendly, efficient and appropriate interactions;
- ✓ **Fielding inquiries** and providing timely information in person, on the phone and via live-chat;
- ✓ **Processing membership account changes, daily billing and other day-to-day operational administrative tasks;**
- ✓ **Resolving Complaints** as needed and knowing when to escalate for assistance;
- ✓ **Supporting our Membership Sales Staff** with outbound calls to members and prospective members, assisting with facility tours, and highlighting our unique selling features to members and prospective members as assigned. This position will include the opportunity to earn commissions in the future and would necessitate a comfort working with targets. It would be a great gateway into a Sales role if this is something you excel at and wish to pursue;
- ✓ **Providing Customer Service Desk Support to help in busy times only if needed.**

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. In addition to a market competitive salary, what else can you expect?

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

How to Apply:

We welcome all applicants. Accommodations during all phases of the hire process will be made wherever possible. Please submit your resume and cover letter in confidence via e-mail no later than **July 5, 2021** to elaine@srcentre.ca. Please clearly state the job title in your email subject line. 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>

