



PROGRAM ADMINISTRATOR

Job Type: Full day position

Salary: \$43,000-\$48,000.00 based on experience

Location: Prosserman JCC 588 Bathurst St, North York (Bathurst/Sheppard area)

Are you an Administrator looking to take that next step in your career? Are you ready to make a greater impact on the JCC? This role is not just a job; it's a gateway to professional growth and a chance to play a pivotal role in providing support to our myriad of programs that are the heart of building Jewish Community at our JCC.

Are YOU our ideal Program Administrator?

You're an experienced administrator with a strong track record in program administration. At your core, you're highly organized, technology proficient, with excellent people skills. You have a passion for working as a team and a strong flair for helping people and providing an exceptional customer service experience. Providing an enriched environment which promotes Jewish culture, traditions, and a connection to Israel are high on your priority list. Your English language skills are superior both oral and written. Working as part of a collaborative team with the programs team your key responsibilities shall include:

Key Responsibilities:

- **Customer Service:** Creating a welcoming environment, offering assistance, and providing wayfinding support to all our members and guests.
- **Service Desk Support:** Responding to email inquiries and providing assistance through the program portal.
- **Program Registration Assistance:** Guiding participants through registration processes and managing waitlists. Offering additional assistance for priority registrations.
- **Participant Communication:** Engaging with participants through various communication channels.
- **Database Management:** Inputting program information such as images, descriptions, and schedules.
- **Program File Management:** Ensuring accuracy and completeness of program files including duration, closure dates, and fees.
- **Program Department Support:** Providing general assistance and support for program departments.
- **Attendance Management:** Recording participant attendance and managing absences.
- **Technical Support:** Providing assistance with app and website logins, troubleshooting, and offering technical guidance.
- **Microsoft Teams Support:** Managing files, forms, and surveys within Microsoft Teams.
- **Marketing Support:** Creating program flyers and assisting with marketing content.
- **Room Booking Management and Equipment Support:** Handling room bookings, resolving setup issues, assisting with projector and screen usage and offering setup instructions when needed.
- **Reports:** Generating reports using database and Excel tools.

Who are We?

At the JCC, you are part of something bigger. You matter.

The JCC is an open, inclusive, and welcoming community, where belonging is everything. The JCC has become one of the largest platforms for engagement and connection to community in the Greater Toronto Area; a place where multiple generations can strengthen their body, mind, and soul. Programs include arts and culture, aquatics, recreation, education, sports, fitness, daycare, day camp, and more. For over 100 years, JCCs have been serving Jewish communities around the world. There are over 300 JCCs globally and 150 in North America. 1.5 million people enter a JCC each week in North America.

In the JCC's recently completed Strategic Plan, it set a bold and ambitious goal that, by 2026, the number of people engaging with the Prosserman JCC (PJCC) and the Schwartz/Reisman Centre (SRC) will triple as the JCC becomes the centre of a thriving Jewish community. We are on a growth path of transformative change so that, when we're done, 75,000 people annually will experience the JCC's new mission; to be a hub of community, dedicated to the enrichment of Jewish life through meaningful shared experiences.

What you will receive

The opportunity to work with some of the most passionate, driven, and effective community builders and educators in Toronto. Be part of a culture that will continue to challenge and empower you to keep learning and growing.

What else can you expect?

- Swim, workout, and enjoy all our classes, programs, events, and performances with a free Membership to the JCC
- Group Insurance Benefits and generous staff discounts on paid programs like summer camp, swimming lessons, personal training, competitive sports leagues, etc.
- Paid time off when the JCC closes for the high holidays that fall on a work-day
- People-centered, flexible work environment that always puts your family and/or your personal life and overall well-being first.

Bonus Points - What will make you stand out?

- 3-5 years' experience in Program Administration, working with multiple programs and databases.
- Demonstrated success in customer service and dealing with people.
- Very strong organization and technological skills.
- Experience in not-for-profit environment an asset.
- A commitment to building Jewish Community.

To Apply:

We welcome all applicants. Accommodations during all phases of the hiring process will be made wherever possible. Please submit your resume to Jeanette Hyde, HR Director, no later than April **12, 2024** jeanette@srcentre.ca.

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