



## MEMBERSHIP ADMINISTRATIVE ASSOCIATE

**Job Type: Full -Time (40 hours per week) Monday to Friday, flexible hours**

**Location: Prosserman JCC 4588 Bathurst Street, Toronto, ON**

**Salary: \$43,000 per year plus commission**

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 J 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 and the Schwartz/Reisman Centre 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.

### **The Right JCC Administrators for our Membership team:**

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**. Your English language skills are superior, oral 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.

### **Key Responsibilities:**

- Creating a welcoming presence and positive first and last impression and experience for all members and guests seeking assistance and/or using the JCC.
- 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.

### **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
- Generous staff discounts for full-time staff on paid programs like summer camp, swimming lessons, personal training, competitive sports leagues, etc.
- 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?**

You have at least one year success in customer service/sales and administration and you demonstrate strong organization and technological skills. You show a genuine love of working with people and a commitment to building Jewish Community.

**Reports to:** Membership Sales Supervisor

**Job level and Salary:** Level 1 - \$43,000 plus monthly commission. The JCC has a comprehensive compensation strategy and benchmarked salary bands, available upon request.

**To Apply:**

We welcome all applicants. Accommodations during all phases of the hiring process will be made wherever possible. Please submit your resume by email to Stav Lazar, Director of Membership, [stav@srcentre.ca](mailto:stav@srcentre.ca), by July 15, 2024.

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

*Don't self-select out if you're missing a bullet point or two of this job description from your resume. We are open to candidates of all backgrounds and are committed to cultivating a diverse and inclusive team. If this job description energizes you, let's talk.*