



Schwartz/Reisman Centre  
Lebovic Campus  
9600 Bathurst Street  
Vaughan, ON L6A 3Z8

Ph 905.303.5223  
Fx 416.636.5813  
Info@srcentre.ca  
www.srcentre.ca

## **MEMBER EXPERIENCE ASSOCIATE** **Full-Time – 40 hours per week**

Full-Time Position - **Opener 5am to 1pm, Monday to Friday**

Great perks including a free Fitness & Aquatics Membership.

Location: Schwartz/Reisman Centre, 9600 Bathurst St in Vaughan.

Brilliant opportunity to grow your career at the JCC.

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 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 Member Experience Associates 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 and weekends**. 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 Membership Sales and Programs teams by providing the following essential service functions:

- Create a welcoming presence and positive first and last impression and experience for all members and guests seeking assistance and/or using the JCC
- Provide courteous, professional, friendly, enthusiastic and knowledgeable information to on all programs and services offered at the JCC; in-person and via phone/email/social media/live chat.
- Actively promote and sell all programs, classes and special events at the JCC.
- Take initiative and stay abreast of program changes and new additions.
- At the main floor atrium desks - provide way-finding assistance to members and guests; hand out towels, tokens, wrist bands.



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- At the upstairs fitness floor desk – refill wipes containers, tidy weights, vacuum turf, assist with equipment checks and minor repairs, wipe equipment when needed.
- Perform administrative tasks.
- Support the sales and service teams when needed, 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.
- Submit requests to facilities/property management/cleaners in timely manner and follow up as needed.
- Be the face of the JCC and enhance our member and guests' journey at the JCC. Engage with the members and guests and make them feel 'at home'.
- Actively engage in JCC programs and events.
- HAVE FUN!

### **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?**

- At least one year success in customer service/sales.
- At least one year experience in administration with very strong organization and technological skills.
- A love of working with people and a commitment to building Jewish Community.

**Reports to:** Director SRC Operations

**Salary:** \$43,000. 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 to Elaine Raifman, Assistant Director,



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HR, [elaine@srcentre.ca](mailto:elaine@srcentre.ca), no later than **July 15, 2024**. **We will be conducting rolling interviews.**

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.*