



Schwartz/Reisman Centre Membership Experience Associate

Location: Shwartzman/ Reisman Center

Rate: From \$18.00 per hour

We're looking for individuals available for at least two shifts per week, with coverage needed on both weekdays and weekends (day and evening shifts).

Our primary scheduling needs are:

- Monday to Thursday: Between 9:00 AM – 5:00 PM (primarily 5-hour shifts)
- Fridays: Early morning shift from 5:00 AM – 9:00 AM
- Evenings and weekends: As needed

Who We Are:

The Jewish Community Centre (JCC) is more than just a workplace—it's a vibrant hub of culture, connection, and community. As one of the largest engagement platforms in the Greater Toronto Area, we offer a diverse range of programs, including arts, fitness, education, daycare, summer camps, and more.

With a bold goal to triple our community engagement by 2026, we are on a transformative path to become the beating heart of Jewish life in the region. Join us in shaping the future of the JCC experience for 75,000+ people annually!

Are you our next 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 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 supports our front-line Membership Sales and Programs teams by providing the following essential service functions:

- Greet and assist members and guests, ensuring a positive first and last impression.
- Provide accurate and helpful information about JCC programs, services, and events through in-person interactions, phone calls and emails
- Promote and sell JCC programs, classes, and special events.
- Stay informed on program updates and new offerings.
- Provide wayfinding assistance, distribute towels and wristbands at the main floor atrium desk.
- Maintain cleanliness and organization at the fitness floor desk, including restocking wipes, tidying weights, vacuuming turf, assisting with equipment checks, and performing minor repairs.
- Handle administrative tasks as needed.
- Support sales and service teams with tours, introductions, meeting bookings, confirmations, and new member onboarding.
- Professionally address and resolve complaints, escalating to a supervisor when necessary.
- Ensure smooth communication and shift transitions within the team.
- Submit and follow up on maintenance requests with facilities and property management.
- Represent the JCC by engaging with members and guests, helping them feel 'at home.'
- Actively participate in JCC programs and events to enhance the community experience.

What do you bring?

- Superior customer service skills
- At least one year in a customer facing role
- Excellent oral and written communication in English (Hebrew or Russian is an asset)
- A positive and optimistic approach in problem solving and team collaboration
- Ability to multitask and manage multiple priorities effectively
- Strong technological skills and ability to support members who need guidance
- Commitment to the mission of the JCC and comfortable working for a non-profit organization
- A passion for serving in the Jewish community

Perks & Benefits:



- Discounted JCC Membership – Access to our fitness centers, classes, and programs.
- A flexible, people-centered work environment that values your well-being.
- Free parking

Ready to Make an Impact? Apply Today!

We welcome candidates from all backgrounds and experiences—don't self-select out if you don't meet every requirement. If this role excites you, we want to hear from you!

Please e-mail Mari Beiles, Human Resources Generalist at **mari@srcentre.ca** by **February 28, 2026** your resume and weekly availability for **year-round**/school year. The JCC does not use AI for screening.

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