



## **Membership Service Administrator- Part Time SRC**

**Location:** Schwartz/Reisman Centre

**Address:** 9600 Bathurst St, Maple, ON L6A 3Z8

### **Primary Scheduling Needs:**

- **Mondays:** 4:00 PM – 8:00 PM
- **Thursdays:** 4:00 PM – 8:00 PM
- **Sundays:** 9:00 AM – 5:00 PM

**Pay:** \$18.65 per hour.

### **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 Service Administrator?**

At your core, you're an organized, service oriented professional who enjoys helping people and creating a welcoming environment for members and guests. You thrive in a fast-paced setting, enjoy solving problems, and take pride in supporting both operational processes and member experiences. You are passionate about community, comfortable supporting multiple teams, and enjoy contributing to a collaborative workplace. This role supports our front-line Membership Sales and Service teams by providing essential administrative and customer service support that helps strengthen membership growth, retention, and the overall member experience.

### **Key Deliverables:**

- 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.
- 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 do you bring?**

- Strong customer service and interpersonal skills
- At least **1 year of experience in a customer-facing or administrative role**
- Excellent verbal and written communication skills in English
- Strong organizational and multitasking abilities
- Comfort working with technology and database systems
- A positive, team-oriented approach to problem solving
- Passion for supporting the Jewish community and creating meaningful member experiences

#### **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! To apply, send your resume and cover letter to Mari Beiles, Human Resources Generalist, at [mari@srcentre.ca](mailto:mari@srcentre.ca) by **March 31, 2026**.

*We appreciate every application; however, only selected candidates will be contacted for an interview. If you require accommodations at any stage of the hiring process, let us know we are committed to creating an accessible and inclusive workplace. The JCC does not use AI in the selection process.*

*Let's build something amazing together!*