

Job Title: Membership Specialist

Reports to: Membership Director

Position hours: This is full-time (40 hours). The hours will be Tuesday-Friday and Sundays.

Kaplen JCC on the Palisades is a welcoming home away from home for all who pass through its doors. Our 185,000 square foot building plus acres of outdoor grounds feature 2 fitness centers, an indoor and outdoor aquatics center, group exercise classes, cycling, and Pilates studios, 2 gymnasiums, tennis courts, indoors track, luxurious spa, multiple playgrounds and so much more. The JCC is home to the renowned Thurnauer School of Music, Cyril Rubin Nursery school, Neil Klatskin Day Camp and the JCC Dance and Drama school.

Position summary:

The membership specialist is responsible for sales of membership and programs to current and potential members. They will develop relationships with prospective members, current members, and other groups in the community to grow our membership base.

This person is responsible for being fully knowledgeable about the center and its programs/services, delivering the highest level of customer service while creating positive experiences for our patrons. They must exemplify professionalism and ensure we adhere to the mission of the JCC.

Position responsibilities:

- Achieve individual and team goals through agency sales practices. This includes lead generation, tour scheduling, executing sales, relationship building and outreach and retention.
- Be a self-motivator achieving a 50% or higher sales closing ratio
- Must consistently offer the highest level of customer service, creating lasting relationships while creating a hospitable environment. Engage in informal conversations with members.
- Resolve member and guest issues in an empathetic manner
- Assist in program sales encouraging member and guest participation. Determine the needs of all to best connect them to the proper department
- Register participants for programs and for memberships via our CRM system.
- Be an ambassador to the community on behalf of the JCC. Participate in festivals and events both internally and externally
- Process all new member applications and financial transactions with care. Maintain accurate and upto-date information in database.
- Coordinate, assist and participate in member appreciation activities, JCC events, open houses and special projects as needed
- Follow retention and engagement plans for new members
- Respond to all inquiries and phone calls in a timely (24 hours) professional and courteous manner. This includes telephone, email and in person.
- Utilize various spreadsheets to keep data updated for team
- Always represent the JCC in a positive manner both internally and externally
- Attending department meetings and training as required
- Provide exceptional customer services to all
- Collect past due balances, aging invoices, and credit card declines
- Assist courtesy desks if needed in coverage issues
- Perform general office assistance and administration duties as required
- Responsible for all members customer service issues, including connecting families with appropriate JCC department personnel, reporting on issues of concern to members, conducting exit interviews with families that have dropped their membership.

Qualifications:

- Associate or bachelor's degree preferred but not required.
- Previous consultative sales experience in a membership driven organization
- 2+ years of retail service or fitness sales experience
- Outstanding communicator, connector, and relationship builder
- Possess exceptional listening and interpersonal skills
- A positive, warm, friendly, and flexible attitude
- Strong knowledge of computer software (Microsoft office, email, and internet). Experience with CRM databases required (Sales force experience a plus!)
- Strong customer service background
- Ability to multitask
- Excellent verbal and written communication skills
- Ability to be flexible and adapt to change

Physical Demands:

While performing the duties of this job, employees are required to regularly talk, hear, reach with hands and arms regularly required to talk, hear, the ability to walk, stoop, squat, bending, kneel or crouch. In addition, be comfortable Lifting of 25 pounds or greater.

This job description is not intended to be all-inclusive, and the incumbent will also perform other related business duties as assigned by supervisor or other management as required. The JCC reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.

No headhunters or recruitment firms please. The Kaplen JCC (Jewish Community Center) on the Palisades is an EOE. The It is the policy of this institution to provide equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, marital status, national origin, age, handicap, veteran status, or status within any other protected group.

We pride ourselves on our inclusive and welcoming workplace and celebrate the diversity of our employees.

We value all members of our team in a supportive environment in which everyone is treated with appreciation and respect and positioned to do their best work every day.

Salary commensurate with experience. To apply, please send your resume and cover letter to Allyson Carolan acarolan@jccotp.org

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\$42,000 - \$45,000 + up to \$7,200 in incentives