

## Job Posting

JOB TITLE: Membership & Guest Services Director

REPORTS TO: JCC Program Director

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Our mission is to ensure that the Jewish community of Greater Harrisburg flourishes by serving as its central unifying communal organization, and by strengthening the bonds within our community and with Israel and Jews around the world. Our organization is fully integrated with our community's Jewish Community Center which provides a wide variety of high caliber programming for the entire community at all stages of life, from early childhood education to senior programming.

### **JOB SUMMARY**

The Membership and Guest Services Manager is responsible for directing, overseeing and maintaining all aspects of membership, member services and support, with the goal of ensuring a high degree of satisfaction of JCC members, increasing memberships and retaining current members; supervising and managing all Welcome Desk staff and cultivating a positive, welcoming and professional environment for members, guests and employees. The incumbent must be detail oriented and well organized, have the ability to plan activities and schedules in advance, be flexible and able to handle multiple projects simultaneously. This position requires independent judgment, initiative and advanced administrative skills.

Annual salary range will be based on experience and qualifications: \$45,000-\$55,000.

### **PRIMARY RESPONSIBILITIES**

#### **JCC Membership and Member Services**

- Develop clear, consistent, and effective strategies for reaching and selling to all market segments.
- Promote the JCC to local businesses, which includes selling corporate memberships and working with the local Chambers of Commerce and other organizations to promote the JCC to their members.
- Oversee associate memberships including processing month-end participation reports, new sign-ups and sending forms to partnering insurance companies for payments to the JCC.
- Develop new programs, similar to Silver Sneakers, including new sign ups, tours, tracking and invoicing.
- Prepare and organize special events and open houses to bring prospective individuals and businesses to the JCC.
- Coordinate the annual membership renewal process, including custom letters to respective groups.
- Serve as the key staff person that provides tours of the facilities with consistent and scheduled follow-up with prospective members.
- Develop and maintain value-added member benefits for the JCC membership.
- Oversee the execution of informational flyers and signage regarding special programs and membership specials throughout the year.
- Work with accounting department to insure all members are in good standing, review and make recommendations regarding members requesting special payment plans.
- Oversee monthly dues, renewal and outstanding monies.
- Provide detailed monthly membership statistics and reports.
- Oversee the JCC program/event registration process for members and non-members and ensure welcome desk staff is properly trained.
- Assist Marketing with their goals of increasing the membership units, promotions of the JCC and meeting the mission of the JCC.
- Attend and provide support for any special community events/fairs whose purpose is to promote the JCC.

#### **Welcome Desk Management**

- Hire, supervise, train, schedule and evaluate all full and part time welcome desk staff.
- Develop and implement policies and procedures for welcome desk staff to ensure consistent performance standards and protocols are performed, safety and security measures are followed, and to promote a high degree of member customer service and satisfaction.
- Conduct new member orientations and coordinate initial personal training sessions.

- Respond to member concerns in a timely and appropriate manner.
- Hold regularly scheduled staff meetings to establish and monitor department goals.

#### **Other Duties and Responsibilities**

- Attend staff meetings.
- Regular attendance and punctuality is required.
- An ability and willingness to work evenings and weekends as needed.
- Conduct yourself in a professional manner and follow workplace behavior standards and policies at all times, as outlined in the Employee Handbook.
- Other duties as assigned by the JCC Program Director or CEO.

#### **REQUIRED QUALIFICATIONS**

- An Associate's degree plus 3-5 years' experience in customer service, sales or marketing; or an equivalent combination of education and experience.
- At least 1-3 years supervisory experience strongly preferred.
- Proficient typing, word processing and proofreading skills.
- Strong working knowledge of and technical proficiency with Microsoft Office suite of products.
- Excellent ability to effectively manage multiple tasks, priorities and deadlines; strong initiative and commitment to ensure projects are completed on time and in their entirety.
- Strong problem solving skills.
- Excellent organizational skills, meticulous attention to detail and follow-up.
- Strong interpersonal, relationship building and leadership skills and the ability to represent the Federation and the JCC in a positive and professional manner.
- Strong written and oral communications skills, including high proficiency of the English language.
- Ability to work effectively in a team environment.

#### **CONDITIONS OF EMPLOYMENT**

- Must satisfactorily complete all pre-employment background checks and reference checks.

#### **TO APPLY**

Please submit cover letter, resume and salary requirements to: [HR@jewishfedhbg.org](mailto:HR@jewishfedhbg.org)

**EOE AA M/F/Vet/Disability Qualified applicants will receive consideration for employment without regard to their race, color, religion, national origin, sex, protected veteran status or disability.**