

The Jewish Community Center of Greater Columbus, OH 43209
MEMBER SERVICES ASSISTANT DIRECTOR POSITION DESCRIPTION

Position Title: Member Services Asst. Director **Dept No:** 121000

Department: Member Services

Personnel Code: Professional Staff

Status: Exempt

Supervisor: Member Services Director

Mission Statement:

The Jewish Community Center of Greater Columbus is a human service agency offering a varied program that is Jewish in nature. It is committed to enhancing the quality of individual and family life through the promotion of physical, intellectual and spiritual wellness. It provides educational and cultural programs that reflect the Jewish heritage, health related activities and many services to the community at large. Through its wide array of programs, the JCC pursues its mission of strengthening the individual, family and community.

Revised by the Board of Trustees on April 16, 2012

Vision Statement:

The JCC nurtures a passion for Jewish learning and living. Through programs and services, the JCC provides comfortable and inviting environments in which the community can thrive.

Revised by the Board of Trustees on April 16, 2012

Agency Expectations:

- To support the mission of the JCC.
- To insure the highest quality of programs and services and possess a working knowledge of agency programs and services.
- To represent the agency and provide the highest quality of customer service to the individuals and groups with whom you come into contact.
- **To welcome, thank and engage JCC members and guests on a daily basis.**
- To treat fellow staff with respect.
- To adhere to all policies and practices provided in the employee handbook.
- To wear JCC Staff ID badge and attend appropriate staff meetings.

Position Summary:

The Member Services Assistant Director assists guests, as well as new and existing members with equal priority, and ensures that recruitment, retention, customer service and customer satisfaction are of the highest quality. The Member Services Assistant Director generates excitement and interest in the J and in the community. S/he/they focuses on procedures that acquire new members and retain existing members.

Qualifications:

1. **Knowledge and Education - Minimum Required or Preferred:** High School diploma required; Associate's Degree and/or BA/BS in related field preferred.
2. **Experience - Minimum Required or Preferred:** 1 - 2+ years' experience, with at least one being supervisory, in a similar position; extensive knowledge of, and love for, Jewish customs and culture.
3. **Special Skills:** Strategic thinker, recruitment and retention strategies, collaborative, computer and internet proficient, experience with not-for-profit organizations, and motivational with ability to influence others. Experience with customer relationship management software preferred.

The Jewish Community Center of Greater Columbus, OH 43209
MEMBER SERVICES ASSISTANT DIRECTOR POSITION DESCRIPTION

Duties and Responsibilities:

- Implement Membership recruitment and retention projects as assigned by Member Services Director:
 - Strategy & Development
 - Design
 - Planning
 - Implementation
 - Management
 - Evaluation
- JCC Community Representative
 - Collaborate with Member Services Director to plan, coordinate and implement joint community programs
- Serve as facilitator of Members' issues, concerns, questions & problems. Be responsive to member feedback within 24 hours
 - When necessary, escalate issues, concerns, questions & problems to Member Services Director
- Assist Member Services Director meet targeted membership sales based on budget goals
- Work cooperatively with Fitness, Camping, Early Childhood, Children's, Arts & Culture and other JCC of Greater Columbus Departments at the direction of the Member Services Director
- Working with Member Services Director, prepare and organize special events, open houses, etc. to bring prospective clients to the JCC of Greater Columbus.
- Retain current members through monthly membership appreciation events, excellent customer service, and creative programming
- Promote additional services, programs, and product sales to current and prospective members
- Coordinate & schedule staff coverage in Member Services Department in Member Services Director's absence.
- Supervise Member Services' staff as well as Front Desk Team as needed
 - Ensure outstanding customer service throughout member services department
- Oversee Silver Sneakers (et. al.) membership program
 - Work collaboratively with Fitness Department to increase participants' visits
- Collaborate with administrative staff to:
 - Coordinate projects, billing, member follow up, employee member updates
- Coordinate membership needs with Front Desk to ensure the highest level of customer service
- Respond to member billing inquires as assigned by Member Services Director
- Responsible for annual / as needed system rate changes (overseen by Member Services Director)
- All other duties as assigned.