



Jewish Community Center of Greater Albuquerque

Offers an Employment Opportunity for JCC Staff

Director of Member Services

Salary Grade: DOE

Classification: Exempt

Reports to: Director of Operations

Schedule: Full Time – Days

Summary/Objective:

Under the direction of the Director of Operations, the Director of Member Services manages the core business of the JCC including coordinate all membership sales, marketing and promotions as well as supervise staff in Member Services and the Front Desk. This Director also share responsibility and work closely with the Safety Director in implementing all Safety and Security Protocols.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Leads team by communicating job expectations, developing professional growth opportunities, coaching, counseling on challenges and sharing accomplishments with peers.
- Maintains high level of staff engagement and empowerment focused on solutions-based problem solving.
- In conjunction with marketing, develops membership marketing and promotional materials, including welcome kits and brochures.
- Provides professional development of membership and front desk staff in the following areas; conducting training sessions and internal meetings, setting departmental goals, customer service, creating and following through with planned sales contests, annual evaluations and budgetary responsibilities.
- Ability to work efficiently, effectively and independently to complete assignments in a fast-paced environment with multiple competing tasks and demands.
- Ability to work collaboratively with staff to form a positive, supportive team atmosphere, and maintain courteous and professional working relationships with members.
- Responds in a timely fashion to incoming calls and correspondence.
- Ensures strict confidentiality of privileged information.
- Develops and maintains annual budget.
- Collaboratively develop and implement a comprehensive strategic plan to grow and deepen JCC's relationship with our current members and partner organizations and identify areas for collaboration.

- Support efforts to identify new and emerging JCC membership trends, align priorities with member needs, and better engage members in order to expand membership numbers.
- Ensures compliance with JCC policies, procedures, employment law and productivity standards.
- Keeps Director of Operations apprised of ongoing membership statics demographics and current events.
- Fosters positive relationships with members and member families by resolving issues and maintaining membership satisfaction.
- Continually strategizes and trains staff on effective sales tactics.
- Leads the membership team and overall organization by creating a measurable impact on membership sales, renewals and promotion including tours, presentations prior to classes and special events, etc.
- Continually assesses and addresses ongoing needs for security and safety at the front desk.

Working Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

This is largely a sedentary role with expectations of sitting most of the day; however, some filing is required. This would require the ability to lift files and other items up to 20 pounds, open filing cabinets and bend or stand as necessary. Specific vision abilities required by this job are the ability to work and view using a monitor with or without accommodations for low vision.

Position Type and Expected Hours of Work

This is a full-time position from Monday through Friday. Occasional other hours may be required as job duties demand including mandatory overtime as needed. Vacation approval may be limited during peak activity periods.

Required Education and Experience

Bachelor's degree in sales, marketing or communication required.

Minimum of 4 years' experience managing a sales team.

Any combination of education and experience may be substituted for a 4-year degree on a year to year ratio.

Excellent oral and written communication skills.

Must be proficient in use of standard office equipment, computer programs and have knowledge of a variety of computer software applications in word processing, spreadsheets, database and presentation software (MSWord, Excel, Access, PowerPoint).

Strong supervisory skills including the ability to lead and develop staff.

Extensive administrative and planning skills including computer proficiency.

Experience with budget development and administration.

Consistent ability to set priorities, achieve results and maintain deadlines.

Preferred Experience

Knowledge and Experience working in community relations, fitness or marketing.

Other Duties

Please note this job description is not inclusive of all activities, duties or responsibilities that are required of the employee for this job. The job description is designed to include most of the duties and responsibilities of the position and activities may change at any time with or without notice. A

supervisor may assign other duties to meet mission requirements of the Jewish Community Center and cooperation of all personnel is expected to carry out the mission.

The JCC is an Equal Opportunity Employer and fully complies with all Federal, State and Local Laws.

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____