



Mittleman

Jewish Community Center
Schnitzer Family Campus
6651 SW Capitol Highway, Portland, OR 97219
P: 503.244.0111 | F: 503.245.4233 | oregonjcc.org

Job Announcement

Job Title: Membership and Guest Services Manager

OPENING DATE: March 20, 2017
CLOSING DATE: Open Until Filled

STATUS: Full time, Exempt
SALARY: \$34,000 - \$40,000 per year, DOE

The Mittleman Jewish Community Center (MJCC) seeks a dynamic, energetic Guest Service Desk and Membership Manager. The successful candidate will have demonstrated customer service skills and the ability to inspire others with his/her commitment to provide impeccable service to our members and guests. This position is responsible for managing and executing inside sales and member retention activities, as well as managing massage, reception services and drop in childcare. In addition to management duties, this position typically works 10 hours per week at the reception desk. The MJCC is open to everyone!

RESPONSIBILITIES:

CUSTOMER SERVICE:

- Provide effective administrative level responses to member complaints, questions and concerns.

SALES:

- Manage and execute membership sales. Actively promote MJCC membership at all campus events.
- Develop inside sales material in collaboration with the marketing department.
- Provide Facility Tours
- Meet quarterly sales goals and quotas based on annual budget.
- Write sales plans, evaluate sales trends, and make modifications as needed.
- Generate monthly sales reports and analysis.

MEMBER RETENTION:

- Manage and execute member retention activities including onboarding programs, newcomer events, member only activities, and member appreciation events.

OPERATIONS:

- Create and manage department systems. Ensure proper completion of enrollment forms, payment processing, and ensure that customer services database is accurate and complete.
- Effectively communicate with all other MJCC departments.
- Serve as the first point of contact for issues that arise at Guest Service Desk or Childcare, including times while off site.

EMPLOYEE MANAGEMENT/SUPERVISION:

- Prepare accurate semi-monthly timesheets and payroll changes
- Hire and provide orientation for Guest Services and Childcare department staff.
- Manage staff schedules, ensure optimal staff coverage within budget and fill in as needed to cover shifts.

QUALIFICATIONS: Any combination of experience and training that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

- Two years' experience managing a customer service function that included staff supervision and scheduling.
- Experience hiring and managing staff.
- Responsible experience conducting inside sales.
- Excellent organizational skills
- Effective written and oral communication skills.
- Relevant experience in a health club or fitness center is highly desired.

TO APPLY: Apply online on our website! Visit: www.oregonjcc.org for a detailed job announcement, to learn more about our programs, and to fill out our online application.

Applications may also be obtained from our front desk: Mittleman Jewish Community Center, 6651 SW Capitol Highway, Portland, OR 97219, 503-244-0111. A signed, completed application is required.

The MJCC and all its affiliated programs welcome all children, families and staff regardless of their religious affiliation. MJCC is an Equal Employment Opportunity Employer and welcomes applications from diverse candidates and candidates who support diversity.