



We have an opening at the Jewish Community Center for a **Member Services Coordinator** to join our team. Our Member Services Coordinators work at our various customer desks: Front, Fitness, Arts and Education, and Pool (seasonally). This position is based at our Creve Coeur location. This full-time position is eligible for our employee benefits package which includes medical and dental insurance, life, long term disability and ad&d insurances, pension, 403b, membership, paid vacation, sick, and holiday time, and more.

The following position is available:

Creve Coeur

Friday – 9:30am-8:00pm

Saturday, Sunday, Monday - 6:45am – 5pm

SUMMARY

Provide exemplary customer service for all internal and external agency constituents by assisting visitors/ members of the J as well as provide for the safety and well-being of patrons throughout the facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Say, “hi” to all incoming members and guests and greet them with enthusiasm. Efficiently check members in, provide them with guidance as required, and direct guests to the Sales Team.
- Sell and process memberships when required. Proactively engage guests to convert to members. Facilitate campus tours, ensure applications are properly completed, verify status, and take pictures for membership cards. Serve as liaison between members and program areas.
- Answer multi-line telephone system: answer a variety of questions regarding programs and classes offered, center operations, etc. Must develop in-depth knowledge of agency offerings and core activities.
- Accept reservations/registrations for classes, services (massage), programs, and courts. Add registrants to appropriate rosters and process payments as necessary.
- Ensure that workspace and equipment are cleaned on a regular basis. Use proper materials and safety apparatus, as needed, to successfully complete said task.
- Report any and all deficiencies and/or issues to the appropriate supervisor utilizing prescribed communication tools and method. Learn and follow all J procedures regarding accidents, emergencies, and incidents.
- Respond to member and guest queries about programs, services, and various pieces of equipment and their utilization and operation.
- Return all equipment to its designed space at regular intervals during shift, including weights, balls, mats, etc.
- Performs other related duties as assigned.

QUALIFICATIONS

- High School Diploma or GED preferred.
- Current CPR Certification for the Professional Rescuer, First Aid and AED. Must be maintained to hold position; training will be provided if do not already hold certification.
- Prior customer service and sales experience desired.
- Prior experience working or as a consumer in the fitness industry and interacting with people of all physical abilities is preferred.
- Must be able to multi task and prioritize in a busy environment.
- Must be able to follow verbal and written directions and communicate effectively with internal and external audiences in a professional and courteous manner.
- Excellent interpersonal and communication skills with a strong customer orientation.
- Ability to perform as a strong team player in a high performance team.

- Proficient and able to operate general office equipment, including: computer, copier, picture ID camera, fax, printer and switchboard telephone. Demonstrated skill and ability to use Microsoft Office and to learn other organizational software programs.
- Independently apply and carry out policies and procedures within assigned area of responsibility.
- Must have the flexibility of schedule to work mornings, nights, weekends, and holidays.
- Must be able to stand for long periods of time, be able to sit at a desk, walk throughout our facility, stoop/bend, reach, talk, hear, and lift and or move up to 50 pounds. The Pool Desk requires working outside during the summer in a shaded space with only fans for cooling.
- Commitment to agency mission.

For more information about the J, please see our website: www.jccstl.org .

To apply for this position, please submit your resume, J application and cover letter to careers@jccstl.org . The J application is available for printing on the employment section of the J's website. Note that it is not an online form. Please be sure to indicate in the subject line of your email the title of the position you are applying for, "Member Services Coordinator-Creve Coeur FT Closer".

The J is an Equal Opportunity Employer and participates in the Department of Homeland Security's E-Verify program.