



The Jewish Community Center has an opening for a **Membership Sales Coordinator** to join our team. This full time position works across both of our locations, Creve Coeur and Chesterfield, as necessary. Position requires evening and weekend availability. Compensation for this position is base plus commission and is eligible for our benefits and employee discounts.

Summary:

Reporting to the Membership Sales Manager, the Membership Sales Coordinator is responsible for increasing membership units for the organization through new member sales, membership upgrades, and increasing membership renewals, as well as selling additional club services and other forms of member purchases. This individual will work closely with all departments in promoting sales and customer service for the agency.

Essential Responsibilities:

- Prospecting for sales leads, both inside and outside of the facility.
- Scheduling appointments for prospective members to tour facility through email, telephone, and walk-in lead generation.
- Take potential members on effective and informative tours of the facility, present membership options and close sales.
- Provide customers with the highest level of customer service, emphasizing courteous and knowledgeable assistance to each and every customer.
- Demonstrate the ability to listen and solve customer issues and complaints regarding membership.
- Develop and manage lead generation system and follow-up system for prospective members and new members.
- Responsible for documenting, executing and tracking sales processes and procedures.
- Achieve and exceed personal monthly sales goals and team goals as determined by management staff.
- Assist with seeking out, accruing, and servicing corporate partnerships.
- Assist with professional coverage of building including maintenance of a clean, positive, safe, customer friendly environment.
- Provide support to front desk staff during peak hours of operation.
- Demonstrate understanding of all JCC programs and services and promote those programs to current and prospective members.
- Assist in developing marketing and promotional pieces and events to improve membership lead generation.
- Attend staff, committee, or board meetings; conferences; and related JCC program and services meetings including volunteer commitments.
- Performs miscellaneous job-related duties as assigned.

Minimum Job Qualifications:

- High school diploma or GED is required.
- BA/BS in a related field is desired.
- 2 years sales and customer service experience is desired.
- Demonstrated ability in Microsoft Office Suite (Word, Excel, Power Point and Access) as well as demonstrated ability to learn new software programs.
- Previous fitness experience is preferred: working knowledge of fitness and program based environment and general understanding of fitness concepts.

- Candidates must be able to work evenings and weekends.
- Able to gather data, compile information and prepare reports as well as routine administrative paperwork pertinent to the organization.
- Understand and utilize standardized sales techniques
- Able to communicate verbally in a clear, concise, and motivating manner, while at the same time being an effective listener.
- Must possess the ability to interact comfortably and enthusiastically with all customers and staff.
- Expected to maintain a positive, professional, success-driven and customer service oriented attitude at all times.
- Must be a self motivated team player.
- Candidate should have knowledge of local competitive environment and keep knowledge current.
- Able to analyze, develop, establish, and maintain efficient work flow and processes.
- Demonstrated ability to take initiative to develop necessary sales processes and procedures.
- Strong ability to perform as a team player in a high performing environment.

Selected candidate must pass both pre-employment background and motor vehicle records checks for this position.

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

To apply for this position please submit your resume, cover letter, and completed J application to careers@jccstl.org . Please include the title of the position you are applying for in the subject line of your email, "Membership Sales Coordinator". The J's application is available for printing from the employment section of our website. Note that this is not an online form.

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