



The Jewish Community Center has an opening for a **Program Registrar** to join our Membership team. This full time, non-exempt position is primarily located at our Creve Coeur location but on occasion may have to work at our Chesterfield location. Full time employees at the J are eligible for our employee benefits program which includes medical, dental, life, ad&d, and long term disability insurances; a company sponsored pension; 403b plan for your savings; paid vacation, sick and holiday time; and complimentary membership to the J along with program discounts.

Normal work schedule is 9:00am to 5:00pm (37.5 hours per week)

Summary: Provide great customer service to our customers as their central point of contact for program registrations. Ensure registrations are accurately processed with appropriate payment and completed forms.

Responsibilities:

- Process program registrations in CSI (incoming from mail, phone, in-person) for multiple JCC departments.
- Proactively handle communications regarding payment to ensure that all payments are received prior to program participation. Actively coordinate with customers, program staff, accounting staff, and collections/scholarship coordinator.
- Run reports and download/manipulate in Excel as needed for program management regarding registrations; proactively alert if programs are filled.
- Learn about and maintain current knowledge about JCC programming to answer customer questions and or to connect customers to the appropriate agency contact.
- Assist with Member Services Department (data entry, running payments, returning calls) on an as needed basis.
- Adhere to JCC policies and procedures.
- Other duties as assigned by supervisor.

Qualifications:

- High School Diploma or GED required
- College degree preferred
- Demonstrated ability to use Microsoft Office Suite (Excel, Word, Outlook, Power Point, Access)
- Prior experience using CSI/Spectrum preferred.
- Prior collections experience preferred.
- American Red Cross CPR/First Aid certification is required for the position; training provided.
- Demonstrated customer service skills and ability to delight customers and tactfully handle situations.
- Strong written and verbal communications skills.
- Must be able to solve problems and multi task in a fast paced environment.

To learn more about JCC, please see our website www.jccstl.org

To apply, please send your cover letter, resume and completed application to careers@jccstl.org . Please note the title of the position you are applying for in the subject line of your email. Our employment application is available for printing from the employment section of our website. Please 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.