

Job Title: Membership Manager
Department: Membership
Reports To: Senior Manager, Health, Fitness & Wellness

FLSA Status: Exempt
Prepared Date: September 2017

All employees are expected to represent the J's Vision, Mission, and Values while conducting their job duties:

Vision: The Stroum Jewish Community Center will inspire connections that build community and ensure Jewish continuity. Mission: Together we celebrate outstanding programs, partnerships, and spaces that welcome everyone to learn, grow, and celebrate Jewish life and culture. Values: K'lal Yisrael (Jewish Peoplehood), Hachnasat Orchim (Welcoming Everyone), Limud (Learning), Simcha (Joy), Derech Eretz (Respect and Common Courtesy), Shmirat haNefesh v'haGuf (Taking Care of Oneself, Body and Soul), Kehillah shel Chaverim (A Community of Friends).

Position Summary:

The Membership Manager is responsible for member engagement and retention, as well as the acquisition of new members by increasing the prospect base at the SJCC.

Essential Duties and Responsibilities:

- Develop and oversee implementation of a member retention strategy, including member appreciation, networking through various programs and services, and collaborating with program colleagues to prioritize retention as a result of successful programming.
- Generate new sales leads through prospecting and continue to work current leads, member referrals, old leads, etc.
- Generate and initiate new ideas for promotions that will ultimately bring in sales, working closely with the Marketing Director and Sr. Manager, Health, Fitness & Wellness.
- Provide membership tours to guests; determine and match their needs and wants with the appropriate membership option.
- Complete appropriate follow-up for all prospects.
- Develop, manage and deliver a membership budget annually.
- Generate monthly renewals, decrease the number of lapsed members, and provide assistance to members in facilitating the renewal process.
- Train all management and reception staff on tours, membership options, etc.
- Utilize software systems to manage data; file, manage forms, and complete paperwork within deadlines.
- Complete all membership paperwork accurately and promptly; maintain accurate records.
- Maintain existing or develop a statistical analysis for reporting membership tracking, trends, and budget goals.
- Provide administrative support for and participate in SJCC holiday events, staff and committee meetings, and training sessions as needed.
- This individual is expected to work a 5-day work week that includes Sundays.
- Other duties as assigned.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

Bachelor's degree (B. A.) from a four-year college or university and three to five years of experience with customer service, membership, and membership retention; sales experience preferred.

Ability to work with high attention to detail; stellar customer-service orientation with a high level of professionalism with a strength in diplomacy and discretion; proficiency with project management and effective organizational skills; ability to work effectively both independently and as part of a team; manage multiple projects to achieve program and project goals; experience working with volunteer committees, vendors, and donors; and the ability to handle multiple tasks effectively and capable of working within deadline-driven environment.

Certificates and Licenses:

No specific certificates or licenses required.

Computer Skills:

Working knowledge of Microsoft Word, Excel, Outlook, and Powerpoint is required.

Language Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands and Work Environment:

The information described below represents the physical activities and surroundings one may encounter when performing the duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: To perform the job, the employee is frequently required to talk and hear on the telephone and in person with individuals and groups. The incumbent may carry materials weighing up to 20 pounds.

Environmental Conditions: The work is typically performed in an office environment, with a moderate noise level. Occasional travel to other areas of the facility may be required, where the noise level is moderate to loud and environmental conditions may include slippery surfaces, crowded areas, or working near moving parts (e.g. exercise equipment). Local travel may be required.