

Job Title: **Membership Sales Associate**

Reports To: Director of Membership Services

Department: Membership

Status: Exempt/Full-time

(Please submit all resumes to HR@MBJCC.org referencing the job title)

Position Summary:

The Membership Sales Associate will be responsible for assisting with agency and departmental plans and programs designed to enhance the acquisition, retention and satisfaction of MBJCC members, with the goal of increasing income from membership dues and program utilization. The Membership Sales Associate services guests, as well as new and existing members with equal priority, and ensures that recruitment, retention, customer service and customer satisfaction are of the highest quality. The Membership Sales Associate generates excitement and interest in the Center and in the community. They will focus on procedures that generate new members and retain existing members. The Sales Associate must have a warm and outgoing personality, be comfortable with relationship development, and be sensitive to the “customer service” commitment of the Miami Beach JCC.

Essential Functions:

- Focus on recruitment/outreach, retention, and registration and data entry.
- Generate new ideas for membership promotions, thereby increasing membership units.
- Work cooperatively with Fitness, Camping/Family Services, Arts & Culture and other MBJCC Departments.
- Work closely with Front Desk Personnel to assure the highest level of customer service in an effort to provide the most accurate and timely information both in person and on the phone.
- Community Outreach to local businesses, schools, synagogues, organizations and networking meetings to increase memberships.
- Assist in tracking and reporting functions and handle all follow-throughs on a timely basis.

Responsibilities (Include but not limited to):

- Ongoing retention calls to new and current members regularly to insure usage and satisfaction. Troubleshoots any problems along the way, with sensitivity to other departments.
- Retaining current members with a high level of customer satisfaction.
- Working across departments to reach sales revenue goals in all areas, with focus on cross-selling and collaborative marketing
- Acquiring new members and introducing them to the value of MBJCC membership.

- Maintain daily logs of tours, information calls, and guests to follow-up on, and track progress
- Assist in supporting the department infrastructure
- Assist with special events, open houses, monthly membership appreciation events, etc. to bring prospective clients to the MBJCC and retain current members
- Develop relationships with J Perks Members and work to increase program participation
- Promote additional service and product sales at point of sale (upselling memberships, programs and services)
- Engagement with both new and current members relative to usage and success of their membership with the MBJCC
- Timely responsiveness to member feedback. Follow up with members within 24 hours

Qualifications:

- B.A. /B.S. Degree in related field required
- Strong administrative skills
- 1-2 Years Sales/Marketing and/or Communications experience
- Demonstrated skills in oral and written presentation
- Understanding of and commitment to Jewish culture, tradition and community
- Attention to detail, strong computer abilities
- People skills, exemplary oral and written communication skills are required