Member Relations Associate
Job Description

Hours: 40 Hours per week

Supervisor: Member Relations Coordinator/Director of Member Relations

A primary function of this and every other job at the “J” is to ensure by whatever rational and legal means necessary that each member, guest and visitor leaves the “J” feeling just a little better than when they arrived.

Position Responsibilities:
Reporting directly to the Member Relations Coordinator, the Member Relations Associate is responsible for:

Being part of a Member Relations Team, who can answer membership questions, sell and service new memberships, and perform tasks that come to the Member Relations Center.

I. Member Relations Area and Phones
   • Open the reception area/switchboard promptly at 5am or 7am (depending on shift). Within 30 minutes of opening up, forward voice messages or written messages to appropriate staff.
   • Answer phones within 2 rings and answer questions or transfer to appropriate resource.
   • Staff the Member Relations Center with promptness, enthusiasm, courtesy and professionalism.
   • Provide excellent customer service at all times by greeting members, guests and visitors in a prompt, courteous and friendly manner as they approach the reception area and quickly respond to their needs; link them up with the appropriate staff, inform them of, or assist them with, JCC services (i.e. membership, programs and other JCC offerings, etc.). Maintain a friendly service-oriented attitude amid frequent interruptions from members, guests, staff and other visitors.
   • Respond to concerns from individuals and groups in a way that is empathetic, objective and non-judgmental. Refer, not hand off, to appropriate departments.
   • Be familiar with the general daily schedule of programs and activities and with the current schedule of programs/classes in the most recent issue of Centerview and on our website.
   • Respond quickly and calmly in emergencies (direct police/fire department response teams to appropriate areas). Know how to respond to emergency situations as outlined in the JCC’s Emergency Protocol Manual.
   • Maintain the agency voicemail greetings (ensuring that system’s night greeting reflects holiday closures).
   • Maintain cleanliness and tidiness of desk and surrounding area to create a comfortable environment for members, guests, visitors and co-workers.
   • Greet and assist members and guests approaching Member Relations Center in down time and when necessary throughout the day.
   • Liaison to Building Services for members and event organizers as well as being aware of possible security threats and communicating same.
   • Serve as a positive force to support change in the organization by demonstrating a spirit of cooperation, flexibility, and team orientation in day-to-day interactions with colleagues, administration, and staff.

II. Membership Responsibilities
   • Membership responsibilities include, processing Silver Sneakers applications, short term out of town memberships, explaining benefits of membership to prospective members, touring prospective members and selling new memberships. Follow up as scheduled by Member Relations team goals.
   • Be available to immediately assist members, guests and visitors.
- Be able to process prepaid renewals, monthly renewals, and new membership
- Assisting in building tours when other membership staff is unavailable, and logging all tours with appropriate tour form.

III. Administrative
- Must be able to use computers, printers and other office equipment in a windows based environment
- Process registrations and collect proper fees for membership, classes, camp, special programs and special events.
- Prepare daily computerized bank deposits.
- Help keep the Member Relations desk stocked with all necessary forms and other JCC printed materials (Centerview, The Source, brochures, schedules, flyers, etc.)
- Follow through with requests in a prompt and courteous manner.
- Demonstrate a willingness to perform other duties as assigned by supervisor or other JCC staff. (Example: preparing mailings, collating materials).

IV. Professional Conduct
- Support, inform, communicate and complete the tasks, duties and responsibilities of the JCC as directed by JCC management in the pursuit of the agency’s mission. This will result in a cohesive and unified team in the efficient and productive completion of agency goals.
- Dress as a Member Relations Team member in black or khaki pants, and a shirt or jacket with JCC logo worn on the outside. Order shirts and/or jackets from the JCC vendor site and stay within the $150 allotment, or if you go over that amount, purchase shirts on your own.
- Conduct all interpersonal relationships with respect and dignity in the spirit of collaboration and with the positive resolution of any conflicts with peers, supervisors, and administration in a spirit of cooperation and in the best interests of the JCC.
- Maintain a flexible, helpful attitude and refrain from gossip and negative and sarcastic comments
- Represent the JCC to the community by your conduct, speech and dress to the highest professional standards. (see dress code)
- Maintain professionalism by always being available for calls and guests by supervising and practicing the following:
  - Eliminating cell phone use, texting, and personal use of switchboard phones and computers
  - Not having food at the front desk
  - Never saying “I have no idea”, “I don’t know” or answering with a solution that you “think” is true, but saying, “Let me find out for you”.

Qualifications
- High School Diploma or GED required.
- Pleasant telephone manner and voice.
- Basic knowledge of computers.
- Self-starter, well organized.
- Two years office experience with good grammar and spelling.
- Ability to handle multiple phone lines and tasks with frequent interruptions.
- Must be people-oriented with outstanding personal skills and possess excellent communication skills.
- Ability to have fun and enjoy yourself, your work, your human contacts and your environment.

This position is an hourly position covered by the Code of Personnel Practices.

Please send resume to sueg@tucsonjcc.org