



Gordon Jewish Community Center of Nashville
801 Percy Warner Blvd. Nashville, TN 37205
P: 615.356.7170 | F: 615.353.2659
www.nashvillejcc.org

Membership Operations Lead

- Are you passionate about helping your community?
- Do you consider yourself a "people person" with strong customer service skills?
- Is attention to detail important to you?
- Are you self-directed and ambitious?
- If so, you may be a great fit at the Gordon Jewish Community Center. The Gordon JCC is currently hiring a Membership Operations Lead. We are looking for someone to bring their experience with strategic thinking and enthusiasm for people to this wonderful opportunity - could that person be you?
- This full-time position offers an array of benefits; work schedule of 33-40 hours per week (21 hours at the front desk and 12 hours membership office) and an hourly rate of \$18.00. These hours may vary depending on the coverage needed

Principal Responsibilities

Front Desk Responsibilities:

- Ensure that all members and guests at the Gordon JCC feel welcome and comfortable.
- Greet all individuals entering/leaving the Gordon JCC by name and provide the information and/or services requested in a positive manner.
- Answer and route incoming calls using proper phone etiquette.
- Process financial transactions and membership applications
- Assist the membership director with projects as needed.
- Keep all necessary front desk forms printed and up to date

Other Membership Responsibilities

- Return phone calls and answer emails from current and prospective members in a timely manner.
- Set appointments with and give tours to prospective members.
- Follow up after tours with prospective members
- Ensure that members' files are kept organized and up to date.
- Communicate with members on past due accounts.
- Process members' resignations monthly and conduct exit interviews in a timely manner.
- Assist Membership Director with monthly membership reports
- Manage vending machine refills, refunds and service calls



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Knowledge/Skills/Abilities:

- Must have 2-5 years' front desk/customer facing experience
- Professional and friendly attitude is essential.
- Commitment to providing excellent customer service to members, guests, visitors and co-workers
- Consistent attendance is important to the success of the team - must be reliable and dependable.
- Flexible and willing to fill any open shifts 7 days a week
- Respect and maintain confidentiality of members and information.
- Proficiency with Microsoft Office programs, Excel, Word
- Team player with the ability to multi-task and work within deadlines while maintaining accuracy - strong attention to detail.
- Possess the ability to have fun and enjoy yourself, your work, your human contacts and your environment
- Leadership and sales experience a plus

If you are passionate about community service and have the skills to lead operational excellence, we invite you to apply today and make a difference at the Gordon Jewish Community Center.

Interested in this role? Please send resume to Jennifer@nashvillejcc.org