



Position Title: Membership Director

Classification: Full Time – 40+ hours/Exempt

### **Positions summary**

The Membership Director is responsible for all aspects of membership development, customer service, member retention, and evaluation of systems used to achieve membership and customer service goals. This position is Full Time – 40+ hours/Exempt, Sunday through Thursday.

### **Responsibilities**

- Develop and implement strategic approaches to membership recruitment, programs and outreach to ensure they are unique and/or competitive
- Work to maximize the engagement and retention of existing membership and to increase new membership
- Develop new and expand existing relationships with organizations and businesses in the Jewish and greater community that will enhance membership and the visibility of programs
- Lead key membership campaigns
- Development and management of department budget
- Create and implement systems for monitoring and reporting membership numbers and income as it relates to budget
- Ensure consistent customer service
- Recruit, train, and develop staff to serve our membership
- Supervise staff and oversee training and development for front line staff
- Responsible for the day-to-day operations and functioning of the Member Services Desk
- Responsible for hiring and training Babysitting staff
- Be responsive to member feedback
- Responsible for making sure all department payroll is turned in according to MJCC policy
- Other reasonable duties as assigned by MJCC Senior Management Team

### **Skills and Qualifications:**

- BA/BS degree from an accredited college or university
- 3-5 years of management/supervisory experience with proven sales ability
- Strong customer focus, both internally and externally and the ability to foster this attitude and skill in others
- Ability to adapt communication skills accordingly based on audience
- Strong supervisory skills with the ability to train staff
- Strong organizational skills
- Strong capabilities in Microsoft Office products (most notably Microsoft word and Excel)
- Willingness to work evenings, weekends and holidays as required
- Work within the mission and vision of the MJCC

Send your resume to [resumes@jccmemphis.org](mailto:resumes@jccmemphis.org)