



## Department: Health Fitness Aquatics and Membership

Position Title: Membership Associate

**Classification:** Part-Time Employment

Reports to: Membership Manager

### **Summary of Position:**

The Pozez JCC of Northern Virginia in Fairfax is searching for an energetic and engaging Membership Associate to join the team! The Membership Associate's core responsibilities include prospecting and lead generation, meeting sales quotas, and community outreach. Working in a collaborative team-oriented environment, the Membership Associate will work toward meeting monthly goals in each of these areas.

### **Responsibilities:**

- Sell JCC Fitness and Wellness Memberships, Community Memberships, and ancillary services.
- Sell personal training, and other Fitness and Wellness programs at the point-of-sale.
- Directly participate in the new member on-boarding process by sending out appropriate communications. Generate prospects and implement excellence in follow-up.
- Actively seek referrals from current members
- Handle all phone and walk-in inquiries
- Maintain accurate daily and monthly sales goal statistics
- Promote goodwill with members, prospects, and guests
- Personally, and in conjunction with assigned staff, call new and current members regularly to ensure usage and satisfaction. Troubleshoot problems, with sensitivity to other departments.
- Work with Membership Management to develop a plan for outside sales through prospecting and relationships.
- Spend time out of the building to generate awareness of the JCC to the community.
- Work closely with other department managers to implement member initiatives and programs to promote Fitness & Membership.
- Attend fairs and other community events to promote the JCC.

**Continued...**

**Qualifications:**

- Fitness industry or sales experience preferred.
- Excellent customer service skills.
- Goal-oriented with great attention to detail and follow-up.
- Strong team player, extremely personable, professional, and hard-working with exceptional organizational and communication skills.
- Excellent level of customer service skills.
- Detail oriented.
- Ability to multi-task and prioritize.
- Ability to work with Outlook, MS office and willing to learn the company's CRM (Traction Rec/Salesforce/Mindbody) is a must.
- Ability to quickly respond to members/clients & supervisor
- An independent thinker with ability to develop routines for effective work performance

**Hours:**

Weekdays Monday-Friday with some weekend/Sunday hours depending on scheduling.

**Compensation and Benefits:**

Commensurate with experience.

**Point of Contact:**

Please send cover letter and resume to: [Aleida.Soto@theJ.org](mailto:Aleida.Soto@theJ.org)

*The Pozez JCC is an equal opportunity employer. The Pozez JCC is committed to having a workforce that reflects diversity at all levels of the organization. We recognize the importance of not viewing individuals based on a single identity, and we thrive on being equitable in our recruitment process as well as in our efforts to be inclusive of all employees. We encourage all applicants regardless of gender, race, religion, age, sexual orientation, disability or other social identity.*

**About:**

The Pozez Jewish Community Center of Northern Virginia (Pozez JCC, the J) is a warm and welcoming, nonprofit, social service organization dedicated to offering quality programs, activities, and services that emphasize Jewish culture, identity, and values to people of all ages and backgrounds. Programming includes cultural, educational, wellness and Israel celebrations, which take place on the main campus located in the heart of Fairfax County, as well as span five Northern Virginia counties. All are welcome.