

Member and Guest Services Manager

The Jewish Community Center of Greater Washington (JCCGW) is looking for a Manager of Member and Guest Services. This dynamic professional will play a key role in setting, directing and implementing plans and programs designed to enhance the retention and satisfaction of JCCGW members and guests.

The position reports to and works directly with the Fitness and Membership General Manager to ensure efficient business operations as well as to create an excellent customer experience. Responsibilities include hiring, scheduling, supervising and evaluating Front Desk staff; manage member and guest relations including communication, follow-up and issue resolution; implementing promotions; and preparing budget and other business related reports.

To qualify you must have a minimum of 3 years customer service experience in a field related to membership sales and retention, a Bachelor's Degree in a related field preferred, proven track record of providing exemplary customer service (including customer retention), previous experience hiring and supervising staff and exceptional interpersonal, written and verbal communication skills. Knowledge of Jewish traditions and culture is desirable. Fluency in Hebrew is a plus.

Must be willing to work evenings, weekends and holidays, as needed.
Salary is commensurate with experience.

To apply, please send cover letter, resume and salary requirements to jobs@jccgw.org.

The JCCGW is an Equal Opportunity and Affirmative Action Employer.