

# Registrar and Membership Specialist

**Classification:** Non-Exempt  
**Status:** Full-Time  
**Salary/Pay Rate Range:** Commensurate with Experience  
**Reports to:** Senior Project Manager  
**Date:** May 28, 2019

## Position Summary

The Registrar and Membership Specialist is a critical customer service role supporting JCC membership and programming efforts. This position has key administrative aspects of member retention and requires excellent communication and customer service skills. The Registrar and Membership Specialist is a full-time, non-exempt position.

## Essential Functions

*This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee in this position. Activities, duties and responsibilities may change at any time with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*

- Support the Membership department in a variety of member- facing customer relations functions to ensure high rates of member retention
- Generate membership billings for annual pay members and follow procedures for resolving all declined or failed credit card/ach payments in order to ensure timely receipt of all member fees
- Respond to all member inquiries regarding billing and ensure a timely resolution of all issues
- Provide registrar services to members; assist with class, camp and any other registration process
- Assist Membership department in attempts to save cancellations and improve member retention rates
- Provide quality control of data in Quattro C to ensure accuracy of all member records and statistical reporting
- Prepare and submit monthly insurance reports for member reimbursement, including senior member attendance for Silver insurance programs
- Generate financial and statistical reports for use by Finance and Membership teams
- Maintain confidentiality of member information and compliance with all PCI requirements
- Actively participate as a member of the JCC staff team by attending staff meetings and working collaboratively on agency projects and events

## **Competencies**

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint and Outlook) and other computer programs necessary to perform the essential job functions
- Excellent verbal and written communication skills
- Proven attention to detail, time management and problem solving skills
- Positive attitude and dedication to providing exceptional customer service
- Commitment to the highest professional and ethical standards

## **Required Education and Experience**

- High School diploma
- 2-5 years of professional experience in customer service positions
- Proven record of successful problem solving and retention of customers
- Demonstrated ability to effectively communicate with diverse populations

## **Preferred Experience**

- Professional experience in a member organization
- Database management experience
- Knowledge of Judaism and/or previous experience working with the Jewish community

## **Supervisory Responsibility**

This position has no supervisory responsibility.

## **Work Environment**

This position operates in a professional office environment and routinely uses standard office equipment such as computers, printers, phones, copy machines and filing cabinets.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to verbally communicate with others.

In the office setting, this is primarily a sedentary role, which requires the employee to sit at a desk for consecutive hours at a time using a computer and other office equipment. Additional physical requirements include occasional bending, crouching, reaching and lifting.

## **Expected Hours of Work**

Typical work days and times for this position are Monday through Friday 8:30 am to 5:00 pm. Evening and weekend hours may be required as job duties demand.

## **EEOC Statement**

The St. Paul JCC provides equal opportunity to employees and applicants for employment in accordance with applicable laws. Personnel decisions are made on the basis of merit and the needs of the organization. The St. Paul JCC does not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, sex, marital status, familial status, status with regard to public assistance, disability, genetic information, sexual orientation, age, military or veteran status, membership or activity in a local human rights commission, or any other status protected by law.

## **To Apply**

Please email your resume and cover letter to Regan McCormack, Human Resources Manager, at [reganm@stpauljcc.org](mailto:reganm@stpauljcc.org).