

## THE MARLENE MEYERSON JCC MANHATTAN POSITION DESCRIPTION

**Job Title:** Box Office & Registration Associate – Full Time

**Department:** Registration

**Reports to:** Director of Registration

**FLSA Status:** Non-Exempt

**Date:** August 2023

\*A cover letter is required to be considered for this position.

### **Job Overview:**

A Box Office and Registration Associate is a "frontline" customer service position that plays a vital role within the JCC's Registration Department and the larger institutional picture. The primary goal of the job is to assist and respond to JCC member and constituent needs by providing program and class information, ensuring a warm, welcoming, and positive customer service experience, and enrolling people into the vast array of JCC programs, classes, and events.

Most of the work of a Registration Associate is determined by the flow of public traffic. High traffic will often dictate what the associate does in processing registrations and communicating to constituents in-person, by phone, and by email. This is when the "teamwork ethic" is vital for the department to work efficiently. When the traffic is slow, the associates work independently and process registrations, organize Box Office collateral, and perform follow-up phone calls and emails.

### **Responsibilities and Duties:**

- Registration Associate works primarily in Lobby Box Office and/or Phone Bank, but may be dispatched to another area to support registration functions or interdepartmental communication efforts.
- Welcome visitors and members to the JCC and identify their interest in general information, membership or class/event registration.
- Educating prospective constituents about JCC classes, membership and benefits – and the total JCC value proposition.
- Works with the Membership staff to ensure that prospects are routed to membership for tours, membership pricing and more specific membership info.
- Answers phone calls, emails, and in-person inquiries about JCC Membership, courses, and programs.
- Provide Web Support for online registrations and website navigation
- Help prospective and current members find programs that match their interests and schedules – referred to as being a "JCC concierge" or "ambassador."
- Listen to members' positive and negative feedback and help them feel they have a voice within our community by circulating and responding to feedback. Direct constituents to make additional comments in our Suggestion Box.
- Support JCC special events (including movies, lectures, shows, readings, etc.) from a Box Office perspective by managing wait lists, comp lists, walk-in traffic and providing general line/crowd management from the Box Office
- Facilitate communication between members/guests and program directors who oversee certain program areas and help address special class placement or registration situations

- Processes registration paperwork from other departments, troubleshoots and problem-solves special registration situations, and processes refunds and course changes for people unsatisfied with their class choices in accordance with JCC standards and policies.
- Support visual organization of Box Office area – including marketing collateral.
- Ad hoc support of Membership department functions & Reception back-up.
- Clerical duties including processing registrations, office support and filing.
- Ad hoc projects in support of JCC membership sales and customer service.

#### **Qualifications:**

- Extroverted, friendly, open disposition oriented to customer service
- Strong written and verbal communication skills
- A patient, calm, tolerant, and good-humored demeanor is essential!
- Agile, flexible, responsible, detail oriented
- Ability to multitask.
- Thorough understanding of standards of excellence, of JCC programs and mission, of Upper West Side neighborhood, and affiliated organizations
- Ability to relate to and work with others in the Membership & Registration departments and cross-departmentally.
- Comfort and willingness to be available and accessible to aid customers and internal JCC staff when needed, answer questions and help with demanding customers or situations.
- Attention to follow-through.
- Commitment to continual process improvement and quality control.
- Excellent trouble-shooting skills.

#### **Computer Equipment and Software Requirements:**

- Must be computer literate and able to master JCC systems
- Customer database experience preferred.
- Registration/enrollment software experience is a plus.

#### **Education and Experience Required:**

- Prior customer service experience preferred (1 year)
- Prior telemarketing and phone experience are preferred.
- Prior experience in a community center, health club, or “event” environment is preferred.
- High school or equivalent

**Salary Range:** \$40k - \$45k

**Location and Commitments:** The position requires in-person availability/flexibility (9 am to 5pm) Sundays through Thursdays. This job is onsite at the JCC's building on the Upper West Side.

**Benefits:** Full-time staff working at MMJCCM will receive individual access to the fitness center, pool, and gym at no cost, among other benefits.

**Please apply through [our job portal](#) and include a cover letter (required) and resume.**

**Disclaimer:** *This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.*

*Diversity is a core value of The Marlene Meyerson JCC Manhattan. We believe the power of diversity enriches all of us by exposing us to a range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.*

August 2023