



Member Services Representative (MSR) – Part Time

The Rady JCC is seeking an outgoing and customer-focused part-time Member Services Representative (MSR) to join our team. The MSR acts as the public face of the Rady JCC. They are the first person seen by Rady Members entering the facility and the last person seen when members leave.

The part-time MSR works the membership and sports desks serving Rady Members, guests, and program participants ensuring exceptional customer service in a welcoming, friendly, and efficient manner. The MSR will also deliver exceptional internal customer service to Rady JCC staff in other departments.

This person will also be tasked with doing hourly walk-throughs of the applicable locker rooms based on their gender every hour to ensure cleanliness as well as report any issues or things that seem out of place. They will also be required to do similar walk-throughs through our gymnasium hourly.

General Duties and Responsibilities

- Providing exceptional customer service by greeting and serving Rady Members, guests, and program participants in a welcoming, friendly, and efficient manner
- Learning simple database processes required to serve membership needs
- Listening to the customers' needs to better understand their requests
- Answering phone calls in a courteous and pleasant manner
- Following up with customer requests, questions, and concerns by finding out the correct information or forwarding to a supervisor or the Membership Manager
- Providing internal customer service to Rady staff in other departments in a polite, friendly, and positive manner
- Multitasking in a variety of areas including phone calls, in person inquiries, member check ins etc.

- Staying informed and up to date on all amenities, promotions, and changes at Rady by reading internal communications on a regular basis

Other Position Details

The part-time MSR is supervised by the Rady Membership Coordinator and reports to the Rady Membership Manager.

The Rady JCC is a seven-day-a-week operation. As such, the part-time MSR may be required to work during Rady operational early morning hours, evening hours, and weekends, as determined by the Membership Manager. Hours of employment will be determined in advance in consultation with the Membership Manager.

Please note the Rady JCC has a strict no cellphone policy when on duty.

Why Choose Rady?

The Rady JCC aspires to be a vibrant and welcoming community where Jewish culture and values flourish, where families and friendships are strengthened, where healthy and active lifestyles are encouraged, and where our programs and services contribute to the well-being of the entire community.

We offer competitive wages and a supportive work environment for our Membership team.

How to Apply

Interested candidates are invited to submit a cover letter and resume no later than Friday September 25 to:

Shelley Lindgren
Membership Manager, Rady JCC
slindgren@radyjcc.com

We thank all applicants for their interest; however, only those selected for an interview will be contacted.