Membership Sales Manager

Jewish for Good serves as the vibrant hub where everyone belongs, nourishing the roots of local Jewish life. We provide engaging opportunities that deepen Jewish connections, knowledge, and relations to Israel, services for helping those in need; programs that foster healthy living; and pathways for charitable giving. We are located in the Levin JCC at 1937 West Cornwallis Road, Durham, North Carolina, 27705.

The Jewish for Good Health and Wellness Center offers more than a typical gym. Our holistic, inclusive approach to whole health wellness supports all bodies, inside and out, top to bottom.

Job Description

POSITION OVERVIEW:

The Membership Sales Manager is a fulltime, salaried exempt and bonus structure position, responsible for day-to-day membership sales and retention.

Manager level positions, at Jewish for Good, are members of the Professional Staff and serve as the face of their department, responsible for all day-to-day operations.

This position reports to our Health and Wellness Center Director.

RESPONSIBILITIES:

- Recruitment and retention of Health and Wellness Members and Arts Patrons (60%)
  - Lead membership sales efforts of memberships through direct solicitation, open house events and other methods necessary for reaching and selling to all market segments
  - Serve as the key staff person that provides tours of the facilities and constant follow-up with prospective members
  - Complete membership process for new members and process for all terminations of membership
  - Work with Director of Health and Wellness and Chief Advancement Officer to develop membership promotion strategies, including promotional mailings and signage for membership promotions throughout the year
• Serve as contact for businesses with corporate memberships
• Provide detailed monthly membership statistics for retention and sales

• Assist with member retention and engagement strategies (30%)
  o Work with Director of Health and Wellness Center to develop programs such as Member Appreciation Month to focus on retention and engagement.

• Oversee monthly billing process of memberships (10%)
  o Review dues pre-calculate to confirm charges and discounts
  o Update any membership records as needed – change in payment method, contact information, membership type or status
  o Process renewals
  o Send invoices as applicable
  o Follow up with declines and with collections process if needed

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**Qualifications**

**REQUIRED QUALIFICATIONS:**

• Bachelor Degree in related field or equivalent work experience.
• 3+ years of previous experience in sales and/or community outreach with record of success in outcomes as well as building and cultivating relationships.
• Superior written and oral communication skills.
• Strong interpersonal skills and demonstrated ability to work as a team member.
• Customer service mindset.

**PREFERRED QUALIFICATIONS:**

• Degree or certificate in the Business, Marketing or related field
• 1-2 years previous experience in sales experience in fitness membership
• A general understanding of the demographics and structure of the community, as well as knowledge of Jewish values, culture and traditions is helpful

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**Position Benefits**

As a fulltime, salaried exempt employee this position is eligible for the following benefits:

• Paid time off – including vacation, sick, and floating holidays
• Health insurance (80% covered of employee’s policy)
• Access to elect dental, vision, life, and other insurances
• 403b
• Free All Inclusive Family Membership
• Discounts on programs and services
• Ongoing professional development aligned with career arch

**Jewish for Good’s Non-Discrimination Statement**

Jewish for Good at the Levin JCC is an organization based on Jewish values. All Jewish for Good programs are open to anyone who wishes to participate, regardless of religious affiliation or background.

Jewish for Good Hill does not discriminate on the basis of sex, sexual orientation, gender expression, age, race, ethnic origin, color, religion, nation origin, creed, marital status, disabled veteran status, or the presence of any sensory, mental, and/or physical disability that does not prevent the performance of the specific core tasks of this position.

**Apply**

**APPLY ONLINE**
www.jewishforgood.org/our-team

**QUESTIONS?**
Contact Madeline Seltman, Chief Programs Officer
mseltman@jewishforgood.org or 919-354-4938