



**Position Title:** Chief Experience Officer

**Status:** Full Time, Exempt

**Reports to:** Chief Operating Officer

**Salary Range:** \$65,000 - \$80,000 with competitive benefits package and potential for performance based incentives

**Apply:** Send resume and cover letter to Carissa Hill at [chill@jewishallianceri.org](mailto:chill@jewishallianceri.org)

**Background:**

The Jewish Alliance of Greater Rhode Island (the Alliance) works to create a stronger, more vibrant Jewish community in Rhode Island and throughout the world. Today's Alliance is where the community comes together as one to develop responses to critical issues facing our state. We do this through philanthropy, education and wellness opportunities, community relations, and by convening agencies, synagogues, and organizations to address issues of common concern. Together, we translate Jewish tradition and values into action. All of our work is guided by our core values:

Tzedakah: upholding the Jewish traditions of righteous giving and justice.

L'dor v'dor: securing a future filled with Jewish tradition and heritage.

Tikkun Olam: repairing the world.

Hineni: standing with others so no one stands alone.

Klal Yisrael: supporting worldwide Judaism and the State of Israel.

Torah: pursuing knowledge and lifelong learning.

**Summary of Job Description:**

The Chief Experience Officer leads the Alliance's efforts to attract and retain members of the JCC. The Chief Experience Officer leads a team that is responsible for making the member experience a positive one. The Chief Experience Officer is a member of the Alliance's Leadership and Strategy Team and supports the implementation of the strategic plan in that role. The successful candidate will have a variety of skills, outlined below, and more importantly will be able to demonstrate a commitment to the organization's core values.

**Primary Responsibilities:**

Membership Experience

- Develop and execute a strategy that creates a positive member experience during their entire journey at the Alliance including recruitment and prospecting, tours, concierge services, stewardship and outreach
- Serve as Team Leader for the Member Experience Implementation Team coordinating all aspects of the efforts to achieve the strategic plan goals using this component of the work
- Coordinate a cross-functional team of staff from across the organization, including ongoing communication, task-assignment, and organization to ensure the area of work functions well and achieves its objectives and goals.
- Provide professional development to membership staff and others in order to support a successful member experience including customer service, sales and tours



- Solicits feedback from members and prospects, proactively raising issues and leading change processes as necessary.
- Develop and implement data tracking of member satisfaction and feedback including surveys, interviews, suggestion boxes
- Manage a portfolio of members and prospects to ensure their positive experience at the Alliance

#### Membership Recruitment and Retention

- Work with the Associate, Membership Sales to develop and implement plans to attract new members to the JCC including open houses and membership promotions.
- Work with the Manager, Membership Retention to develop and implement plans to retain current members at the JCC and increase satisfaction of those members.
- Periodically assess what local competitors are doing to attract and maintain new members, and adjusts Alliance plans accordingly.
- Build both individual and corporate relationships and social networks that can grow the number of Rhode Islanders connected to each other and to the JCC.

#### Membership Experience and Health & Wellness Team Management

- Lead the Membership Department staff, including direct management and supervision of the Associate, Membership Sales, and the Manager, Member Retention
- Lead the Health and Wellness Department staff, including direct management of Director, Group Exercise and Fitness Floor Operations, Director of Personal Training & Recreation Sports, and Director of Wellness & Member Experience
- Work with the Manager, Member Retention to select, onboard, and train Member Experience/Welcome Desk Representatives to ensure strong customer service orientation.
- Ensure the highest level of customer service throughout the organization, including trainings for staff in other departments (Fitness, Aquatics, Youth Programming, Community Programming, Resource Development, Finance)
- Develop and manage department budgets.
- Utilize membership database to register members, change member status, and run necessary reports.

#### Organizational Leadership

- Serve as a member of the organization's Leadership and Strategy Team, responsible for strategy and operation of the Alliance.
- Provide feedback to and support for the implementation of the organization's strategic plan.
- Serve on cross-departmental teams to address specific projects or issues for the Alliance.
- Track metrics and maintain organizational dashboard items related to the area of member experience. Report on metrics to the Leadership Team and Board of Directors.

#### **Qualifications:**

- Demonstrated experience with the Alliance's core values and a clear commitment to them.
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- Strong interpersonal and communication skills, and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to set priorities and handle multiple projects. Strong organizational skills.
- Demonstrated experience with management of people and the ability to train staff, including organizing, prioritizing, and scheduling work assignments.
- Proven track record of success in sales/fundraising/membership
- Ability to compile data reports and analyze data
- Skill in budget preparation and management required.
- Enthusiastic and self-motivated individual who is comfortable working in a fast-paced environment, including occasional nights and weekends.
- Ability to work closely with others in a team environment and effectively interact with all levels of management, community leaders, donors, and volunteers.
- Bachelor's Degree preferred.