



Job Description: Membership Director – West Hills Country Club

Position: Membership Director – West Hills Country Club

FLSA Status: Non-Exempt

Reports to: Club Manager, Owners

Job Overview:

Works directly with the Club Manager and assists in the implementation, advertising, and execution of membership activities for West Hills Country Club. Develops programs, initiatives, and policies designed to increase membership such as attending local events and networking, as well as building a business relationship with local businesses. Creates, updates, and distributes information to current members as well as prospective members.

Essential Job Functions:

- Responsible for selling, growing, and maintaining the membership of club members.
- Coordinates the marketing and membership relations programs to promote the club's services and facilities to potential and present members.
- Reviews and initiates programs to provide members with a variety of popular events.
- Responsible for entering leads into lead tracking system and following up in a timely fashion.
- Schedules and provides membership tours of the facility.
- Attending local events on behalf of West Hills Country Club.
- Fields Membership calls and/or emails pertaining to their experience at the club, including but not limited to, service and billing issues.
- Maintain professional facility image including cleanliness, proper uniforms, and appearance standards.
- Work to resolve any member and/or guest complaints with urgency.

Physical Requirements of the Membership Director Position:

- Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to exert well-paced mobility in limited space.
- Understand and respond to employee and guest verbal requests and visual cues in a loud and extremely busy environment.

Education Requirements:

A College Degree in Hospitality, Business or Sports Management is preferred but may be waived with the right level of experience. Must be 21 years of age or older.