

Job Description

Membership Services Director

DEPARTMENT: G&A

SUBORDINATE STAFF: N/A

REPORTS TO: General Manager

EXEMPT: Yes

Being classified as "exempt" infers an employee in this position is not subject to the IWC Wage Order sections pertaining to overtime, minimum wage, record keeping, uniforms and equipment, cash shortage and breakage, meal periods and rest periods. This means that although an employee in this position may be required to work in excess of 40 hours in any given week to perform their job duties, they will not be eligible for overtime pay or other additional compensation.

POSITION SUMMARY:

Administers Membership operations of the club through developing, establishing and directly overseeing procedures and systems pertaining to membership services including communication and webmaster duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING AND OTHER DUTIES MAY BE ASSIGNED:

- Develops and assures that established procedures for processing prospective members' applications are consistently followed.
- Process all requests for membership and assist prospective members in fulfilling application requirements, including share list – sales and purchases.
- Organizes production of membership kits for direct mail.
- Coordinate prospective member interviews with Interview Committee.
- Conduct orientation program for new members, including a tour of Club facilities.
- Process all outgoing members and transfer process.
- Plans and implements strategies to meet Club membership goals, including research related to demographics, market segmentation, etc.
- Membership database maintenance-Access, Clubsoft, Microsoft Outlook.
- Membership mail merge projects.
- Assume full responsibility as webmaster for the Club.
- Compile, format and transmit *Weekly Update*.
- Compile documents, graphics, etc. for *Reporter*. Work with graphic artist on format, final responsibility for proof approval.
- Compile data; coordinate with graphic artist on annual directory.
- Compile information, enter data, format and print club calendar.
- Compile, assemble and mail Board packets and attend regularly scheduled meetings to prepare minutes.
- Safety Committee participation, prepare Safety Committee minutes.

- Printing & graphics projects including menus, signs, event publicity, etc.
- Provide Notary Service for Membership.
- Assist General Manager as needed.

MARGINAL DUTIES:

- Assist Reception with incoming phone calls.
- Serve on applicable club committees to assure that members' interests are consistently addressed.
- Prepare ballots for mailing, serve as inspector of election.
- Order and maintain office supplies (including business cards, envelopes, stationary, etc.)
- Maintain a file of club history information.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor's Degree in Communications or related field and a minimum of 2 years proven administrative experience. To perform this job successfully, an individual must be able to perform each essential duty stated satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required.

CERTIFICATES, LICENSES, REGISTRATIONS: N/A

OTHER SKILLS and ABILITIES:

- Ability to follow policies and procedures.
- Ability to operate a fax, copier, computer/printer, and telephone.
- Ability to communicate clearly verbally and in writing.
- Demonstrates good listening skills.
- Demonstrates good organizational and management skills.
- Ability to multi-task in a stressful environment.

PSYCHOLOGICAL DEMANDS OF THE JOB:

The psychological demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee spends 2/3 or more of the total time on the job:

- Changing priorities.
- Being interrupted.
- Juggling multiple tasks.
- Working independently.
- Interacting with people from other departments.
- Interjecting ideas and opinions.
- Paying attention to detail.
- Having to "think on my feet".
- Building rapport with members & guests.
- Dealing with a "fast-paced" environment.

Employee spends 1/3 of the total time:

- Communicating with irritated people.
- Working as part of a team

PHYSICAL DEMANDS OF THE JOB:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly (2/3 or more total time) required to:

- *Use* hands to finger, handle, or feel objects and controls such as those on telephones and computers.
- *Talk* and *hear* in person and on the telephone.
- *Reach* with hands and arms, *grasp* objects, *push/pull* approx. 10-50 pounds, *twist* the upper body, *rotate* the wrist, and *use* finger dexterity writing and using the computer.

Frequently (1/3 to 2/3 total time) required to:

- *Kneel, squat, bend and lift* in maintenance and filing.
- *Stand* for several minutes up to 3 hours at a time per shift.

Occasionally (up to 1/3 total time) required to:

- *Lift* 10 to 20 pounds of office equipment for a distance of 10 to 40 feet.
- *Walk* for a distance of 10 to 40 feet, up to 3 hours at a time per shift.
- *Climb* stairs.

Specific *vision* abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to noisy. The majority of work is performed in an office setting.

EQUIPMENT USED:**Regularly:**

Computer and printer
Telephone
Copier
Fax machine
File Cabinet
Scanner
Laminator

Occasionally:

Clipboard
Adding machine
Inserting System Machine