



North Shore Country Club

1340 Glenview Road • Glenview, IL 60025 • 847-729-1200

MEMBERSHIP AND COMMUNICATIONS MANAGER

Resumes to: Sara Haben, HR Manager at shaben@north-shorecc.org

DEPARTMENT: General & Administrative

REPORTS TO: General Manager

FLSA STATUS: Exempt – Salary

PURPOSE

The Membership and Communications Manager is responsible for leading all internal communications between the Club and its members.

WHY JOIN THE NSCC MANAGEMENT TEAM?

Our team is made up of a group of diverse individuals who bring a genuine positive energy to their work every day. With a strong focus on communications and collaboration, you will never face challenges alone.

WHAT WE OFFER

Salary is open and commensurate with qualifications and experience. NSCC offers a very attractive benefits package to include medical, dental, vision, 401(k) plan with matching contributions, paid time off, and ongoing support for professional development as well as annual performance bonus opportunities.

ABOUT NORTH SHORE COUNTRY CLUB

North Shore Country Club is located 25 miles north of downtown Chicago in the Village of Glenview. Known as “THE” premier family country club in the North Chicago area, NSCC is the home to 450+ members and their families. North Shore members benefit from top-tier programs, a recently remodeled clubhouse, and a variety of sports with golf at its core.

ESSENTIAL DUTIES:

Membership

- Maintain the Club’s membership files to include prospects and leads, current members and former members,
- Work closely with the Admissions Committee to ensure established procedures for processing prospective members’ applications and requests from current members to transfer are



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consistently followed thus initiating appropriate reporting of all changes in membership to applicable personnel,

- In conjunction with the Controller, ensure initiation fees and all other appropriate fees are communicated and collected appropriately,
- Maintain current photos of membership and upload to back-office software,
- Produce monthly reports on membership trends,
- Conduct orientation programs for new members,
- Responsible for maintaining confidentiality of all member information

Communication

- Establish and execute annual internal communications plan,
- Oversee and manage all Club communications to include but not limited to newsletters, member-facing website and public-facing website, e-mails, printed materials, promotional pieces, photography, social media sites, statement stuffers, etc.
- Regularly communicate and assist management and member chairs with various projects
- Maintain and develop strong relationships with current members to encourage participation in Club events and maintain a high level of member satisfaction,
- Serve as managing editor of the Employee Newsletter
- Other duties as assigned

JOB SPECIFICATIONS:

EDUCATION REQUIREMENTS OR EQUIVALENT:

Bachelor's degree (B.A.) from four-year college or university, and

SPECIALIZED KNOWLEDGE:

- Excellent writing, editing, spelling, grammatical, design and organizations skills
- Strong knowledge of Microsoft Office applications,
- Experience with private clubs and a diverse generational membership
- Working familiarity with maintaining social media platforms,
- Knowledge of web design and content management
- Experience with JONAS/JAM platform preferred
- Graphic design knowledge (Adobe Creative Suite, Canva)

PREVIOUS EXPERIENCE REQUIRED:

Three to five years of experience in a similar professional capacity

UNUSUAL PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

Must be able to work days with some evenings, weekends and holidays required.