

Membership Director



Ozaukee Country Club
10823 North River Road
Mequon, WI 53092
www.ozaukeecc.com

Position Summary:

The Membership Director assures the continuity of the club by being the first and primary contact with all potential members. The MD shall stay apprised and current with information, promotions and membership offerings in accordance with guidelines established by the General Manager and the Board of Directors. The Membership Director makes recommendations to the General Manager and Board of Directors on member recruitment strategies and promotions. The Membership Director oversees all of the administrative aspects of membership and oversees the new member orientation and assimilation process. The Membership Director serves as the “watchdog” for the entire Club, focusing on member retention by the maintenance of extremely high levels of member satisfaction. The Membership Director works in tandem with the Club’s marketing person, developing and implementing all interior and exterior marketing literature as well as Club printing and distributed literature.

The Membership Director reports directly to the General Manager and works closely with the Membership Chair board representative. The Membership Director closely coordinates with all department heads to ensure member satisfaction.

Total Members: 340

Gross Revenue: \$6 million

Benefits:

- Annual Salary Commensurate with Experience
- Annual Performance Bonus
- Health and Dental Insurance
- Meals
- Paid Time Off
- Matching 401k
- Continuing Education Opportunities
- Free Golf

Essential Job Functions:

- Acts as the first contact with prospective members, giving tours and answering questions; conducts initial screening of prospective members for candidacy.
- Designs and supervises production of membership information packets and oversees their distribution.
- Oversees the membership process, facilitating and expediting the efforts of the sponsors and Membership Chair.
- Examines all applications and follows through with those that are incomplete.
- Prepares new member applications for review submits and to the Board of Directors for approval.
- Meets with the Membership Committee and as necessary, the Board of Directors.
- Ensures that all applicants for membership and member status changes meet with the requirements established by the Bylaws and Board policies.
- Produces the membership reports, updates/maintains membership files and membership roster.
- Conducts the new member orientation and ensures that new members have opportunities to meet and interact with like-minded member groups.
- Documents and keeps records of all resignations and Leave of Absences.
- Maintain list of prospective members, with progress details, possible connections at the club and notes – including reasons for joining/not joining OCC.
- Maintains a close relationship with the membership, communicating needs and requests to the staff.
- Assists the members in special requests, serving as the first contact point for questions and problems.
- Assists the General Manager in determining member interests and desired programs.
- Maintains current knowledge of the private club industry through affiliation and attendance at local and national private club membership and marketing executive networks [Professional Club Marketing Association].

Experience, Skills, Personal Traits, Abilities, Knowledge, Certification and Education Requirements:

- A minimum of 3 years of progressive sales and marketing experience, preferably in a private club.
- Membership sales experience with a proven track record of membership growth.
- Gracious, tactful and courteous in dealing with members and staff.
- Professional, Enthusiastic, conscientious and responsible in performing duties.
- Devoted, loyal and trustworthy.
- Cooperative with the Board of Directors, GM, other managers, and fellow employees.

To Apply:

Qualified candidates may send a thoughtful cover letter and resume to:

Will Norem
General Manager
will@ozaukeecc.com

