Position Title: Membership Coordinator

Reports to: Director of Membership

Position Summary: Supports programs and activities designed to increase and retain membership in the Club.

Essential Functions:

- Provides assistance to the Membership Director and the Chairs of the Admissions and Membership Committees. Works with minimal instruction or supervision. Handles information of a confidential nature.
- Enters member information in Club systems; ensures accuracy by demonstrating strong attention to detail.
- Follows up with prospective members, member referrals, leads from staff, catering, articles, lists and publications.
- Conducts tours of the Clubhouse for prospective members and explains the privileges and obligations of membership.
- Assists in the development and implementation of programs to recruit and retain members.
- Organizes and assists Membership Director and Managers with conducting new member orientations. Prepares new member packets including new member coupons and letters from the President and General Manager.
- Sends out surveys to new members on their 6-month anniversary and provides promotional coupons when appropriate.
- Sends out quarterly letters to sponsors with note cards.
- Writes and distributes death notices. Writes articles for State of the Union on deceased members.
- Plans and attends monthly Prospective Members Receptions. This includes producing invitations, reservations, nametags, scripts for tours, etc. Assists Membership Development Managers with attendee follow up by phone and letter.
- Coordinates with catering and other internal staff for all Membership Department meetings and events.
- Attends and assists with Membership and Admissions Committee. Responsibilities include preparing the agenda, drafting and securing approval of minutes, correspondence and maintaining files on same.
- Prepares statistical reports for Board of Directors and various committees.
- Handles resignations of membership including follow up by phone and letter and
prepares reports for committees and Board.

- Prepares, in conjunction with the Membership Director, the proposals for membership privileges and membership fee schedules.
- Schedules candidate 1-on-1 interviews.
- Prepares letters and packets for candidates.
- Tracks and reports Committee membership attendance for Board, Standing Committees and Subcommittees.
- Reviews all returned mail for address changes and other errors that impact delivery and communication with members.
- Assists with the reciprocal club program.
- Greets visitors by phone and in person.
- Inventories and orders supplies for the department.
- Responsible for updating member master files including but not limited to address changes, resignations, deaths, etc.
- Responsible for maintaining and updating lead database.
- Other duties as required by the Membership Team such as cross training.

**Qualifications and Skills:**

**Education:** Any combination of education and experience that provides the required knowledge skills and abilities.

**Experience:** Minimum of 2 years experience in a support position in a corporate setting; Club experience, especially in a membership role, is a plus.

**Additional Skills:** Thorough knowledge of modern office practices, procedures and equipment. Must be able to learn the Club’s policies, procedures and by-laws. Ability to communicate effectively, establish and maintain effective working relationships with all staff and general public required.