

**Position Title:** Director of Member Services Director

**Department:** Administration      **Reports to:** General Manager

**Wage & Hour Status:** Salary/ Exempt      **Classification:** Regular Full Time

**ABOUT THE CLUB:** Vanderbilt Country Club is an award-winning, highly respected bundled golf community featuring 800 homes in Southwest Florida. The beautifully landscaped 18-hole, par 72 golf course is enjoyed by all golfers, from novice to professional. The club boasts a state-of-the-art fitness center, six lighted Har-Tru tennis courts, social opportunities, a premium lifestyle, recreational amenities and exceptional clubhouse and outdoor venue dining. What seems to capture residents and visitors alike is the friendly and welcoming spirit of the community.

**SUMMARY:** Execute and maintain the efficiency and standards of member services. Perform office managerial duties and maintain key relationships with Membership, Departmental Managers, Staff and Club vendors. Supervises the Administrative Assistant and all related duties. Must possess organizational skills, excellent verbal and written communication skills and be computer/website efficient.

Candidate must embrace the following key attributes:

- Honesty and integrity
- Spirit of collaboration and teamwork
- Invest in oneself/continuous learner.
- Honor the Club's vision and mission statement.
- Business partner

## **KEY ACCOUNTABILITIES:**

### **Membership Engagement (30%)**

- Member relations and retention programming as well as the Ambassadors Program.
- Assists members with questions and execution regarding their property, transfers, and overall membership of VCC.
- Prepare and distribute club surveys.
- Manages all aspects of reciprocals.

### **Onboarding New Members and Tenants (25%)**

- On-boarding of new members and tenants into Jonas software and Club website.
- Sends corresponding welcome communications and packets.
- Processes all requests for transfers of membership (rentals).
- Conducts tours for prospective members and realtors.

### **Club Marketing and Communications (20%)**

- Coordinates/manages all club communications: weekly E-Vantage, club website, social media outlets, printed and digital materials, etc.
- Coordinates/manages the Calendar of Events (professionally printed and online versions).
- Oversees all a la carte F&B reservations through the club website.

### **Governance, Board and Committee Relations (10%)**

- Works with the VCA Board and General Manager annually on Rules & Regulations revisions.
- Serves on communication/public relations committee to assure member' interests are consistently addressed.

- Provide notices, agenda and meeting minutes for the Vanderbilt Community Association Board of Director's monthly meetings. Assists the Board with postings and preparations for town hall meetings, special meetings, annual meeting, etc.
- Creates GoToMeetings for all VCA Board meetings and assists F&B with setup and execution of I.T equipment and streaming of Board meetings.
- Manages the creation and distribution of monthly Board Books.
- Completes other appropriate assignments made by the General Manager and Board.

### **Real Estate Transactions and Reporting (10%)**

- Responsible for transfer of club memberships (resales) through interaction with sales agents, attorneys and title companies on behalf of buyers and sellers.
- Develop and adhere to a departmental budget; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained.

### **Personal Growth & Development (5%)**

- Commits to continued personal development by participating in appropriate seminars and conferences as approved by the General Manager.
- Participation in professional connections such as Membership Directors Association of Southwest Florida and Professional Club Marketing Association.

### **QUALIFICATIONS**

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

- Must have strong people, communication and organizational skills to present a hospitable welcome to new arrivals
- Computer proficiency: Microsoft Suite, Clubessential and Jonas software.
- College degree required.
- At least five years of previous related experience in club and/or hospitality industry with a focus on membership engagement.
- Knowledge of Clubessential websites, preferred
- Notary Public required within 90 days of start.

#### Other:

- Exhibits professionalism and expressed interest of improvement through enhanced developmental skills, exhibit leadership, and expressed direction through own self-actions.
- Requires managerial / supervisory background and understanding of private club operations as it pertains to legal liability and employee relations.
- Requires the individual to maintain flexible availability, will work weekends, and holidays. May be required to return to job site at odd hours under emergency situations.
- Maintain a pleasant and outgoing personality and must continually engage with membership.
- Must be in compliance with and actively support a drug free workplace.

### **COMPENSATION AND BENEFITS:**

A competitive compensation and benefit package will be offered to include Health, Dental, Vision, 401(k) and Life Insurance. Salary is open and commensurate with qualifications and experience.

### **JOIN OUR TEAM:**

Interested candidates should email their cover letter and resume to the Human Resource Generalist, Kyla Torgersen at [KylaT@vccnaples.com](mailto:KylaT@vccnaples.com).