

Membership Service and Operations Manager

Boar's Head Resort is seeking qualified candidates for the position of Membership Service and Operations Manager. The candidate for this position is asked to provide the tools, resources, training, and leadership required for successful Sports Club member services and operations. It will be necessary to successfully train and manage team members to exceed member and guest expectations through professional, personalized service. The primary focus includes performing duties that support the member services & sports club operations departments including the front desk, housekeeping and maintenance staff. This candidate will also be responsible for providing ongoing training for team members on systems and programs to ensure a high level of expertise and empower them to provide immediate assistance to our members as needed. Alongside all of these tasks, the Membership Service & Operations manager will also maintain best business practices while providing excellent customer service.

Some Essential Job Duties include:

- Work closely with the entire Sports Club staff to ensure that members are receiving the best possible service.
- Collaborate with all departments across the resort, as necessary, to quickly resolve issues affecting the operations or services provided to our members.
- Provide support for members, including personal assistance with member login and quick response to billing issues and/or other issues and concerns.
- Assist in ensuring the new members receive club orientation.
- Develops and implements onboarding process for new members.
- Oversee all communications for the membership department to include the monthly e-newsletter and other member related mailings.
- Manages member database to ensure accuracy.
- Partner with membership sales to prepare and provide membership reports for leadership.
- Create and oversee special events for membership-related functions in conjunction with the Director of Sports & Wellness,
- Conducts periodic survey(s) to assess value of services and needs of members.
- Conducts interviews of members who do not renew, when possible, to determine areas for improvement and greater retention levels.
- Maintain accurate member information within our Club Automation software including recording members' change of address, email, resignations, category changes, guest passes, and minor accounting issues.
- Directly manage and oversee the front desk, housekeeping, and retail operations at The Sports Club.
- Directly manage and develop the assistant sports club operations manager(s) and/or supervisor(s) to ensure the front desk & housekeeping staff are well trained and able to perform their duties at a high service level.
- Serve as manager-on-duty as scheduled for weekend and/or holiday management coverage in conjunction with the assistant sports club operations managers.
- Ensure all opening and closing procedures are completed appropriately. Secure the facility and ensure that all members and guests are out of the building when scheduled.

- Forecast and manage departmental expenses for membership and operations.
- Order and keep supplies stocked for administrative offices and public space/housekeeping. Order and organize supplies on a weekly basis (manage Sports Club ordering and purchasing process via our ADACO software).
- Become CPR trained and maintain certification and follow The Sports Club's emergency action plan. Ensure all direct reports receive commensurate training.
- Attend all Sports Club staff meetings and appropriate resort meetings.
- Identify opportunities and collaborate with other departments to enhance member benefits and services.
- Assist in giving club tours to prospective members.
- Provide administrative support for other Sports Club departments as directed by the Director of Sports & Wellness.
- Provide support of the aquatics staff as when directed by the Director of Sports & Wellness.
- Represent Boar's Head Resort in the community to provide awareness and develop a source for prospective new members.
- Partner with marketing and administer the Sports Club Facebook group page.