



## THE CLIFFS

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### MEMBER SERVICES DIRECTOR

<b>JOB TITLE:</b>	<b>Member Services Director</b>
<b>WORK AREA:</b>	<b>Clubhouse</b>
<b>DEPARTMENT:</b>	<b>Member Services Department</b>
<b>REPORTS TO:</b>	<b>General Manager</b>
<b>JOB CLASSIFICATION:</b>	<b>Salary, Exempt</b>
<b>UPDATED:</b>	<b>May 2022</b>

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#### **JOB SUMMARY:**

From cascading mountains to crystal lakes, warm summer days and cool winter nights, southern hospitality and beautiful scenery welcome you to the Carolinas. The Cliffs is comprised of seven vibrant communities. Each has their own personality, but is equal in beauty, prestige and opportunity. We invite you to become a part of The Cliffs family. Once you visit, you'll understand how unique and welcoming our communities are. The only thing better than the views are the people. Our members are gracious and kind, and our co-workers make coming to work something to look forward to. Our members have made The Cliffs their home, and we hope you will too!

Our Mission is to deliver high quality experiences and activities by building a strong team of associates whose focus is practicing excellence through relationship-building and industry best practices designed to enrich the lives of our members and staff. If you'd like to be challenged daily, advance in your career and be a part of something bigger than any one individual, The Cliffs is the place for you!

The Member Services Director is a high-profile service and hospitality position. He/She will lead and develop the Member Services Department team under the direction of the club's General Manager. The Director's role is to ensure the successful delivery of The Cliffs lifestyle by providing services in the following areas: Club Reception, Club Concierge Services, Interclub Marketing, Membership Support Services and Member Lodging and Rental Program.

#### **JOB DUTIES:**

- Oversee and supervise all functions of the Members Services Department. These functions include:
  - Coordinating Club interclub marketing efforts
  - Monitoring Club communications with the members
  - Providing Reception Services during department hours of operation
  - Providing Concierge Services to members and guests
  - Maintaining a catalogue of preferred vendors and service providers
  - Facilitating the use of club amenities and services for the membership
  - Supervising the Club's Lodging and Rental program
  - Leading efforts for Member and Guest special services
  - Assisting in planning special events with other Club departments
  - Coordinating New Member Packets and Orientations
- Assist in the development of the department's annual budget.
- Responsible for the department's financial performance
- Interface with club management and staff, and all club personnel to enhance awareness of the club's membership needs and objectives; to solicit support for the attainment of these objectives.

- Solicit input and feedback in order to aid in the enhancement of member usage and member satisfaction levels within the club.
- Attend all staff meetings and general employee meetings.
- Works closely with the entire staff at the club to ensure the members are receiving the best in member services.

**BACKGROUND/EXPERIENCE:**

- The successful candidate will have a positive attitude, image, and presentation; be passionate about exemplary customer service and sincerely enjoy working with people.
- Must have excellent communication skills and an outgoing and friendly personality.
- 3-5 years experience managing administrative or customer support roles. Experience in a Hospitality and Service setting a plus.
- Proficient in Word, Excel, PowerPoint, design software, databases, and other basic computer skills.
- Bachelor's Degree in management, Marketing, Hospitality or Education is a plus.

**PHYSICAL REQUIREMENTS:**

- Frequent walking and standing.
- Frequent verbal and written communication with members, guests, staff and other business associates by telephone, correspondence, or in person.
- Constant and close visual work at desk or computer.
- Constant sitting and working at a desk.
- Frequent lifting of folders, files, binders, and other objects weighing between 0 and 50 lbs.

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Employee Signature

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Date

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Employee Printed Name