**Director of Member Experience at**[**Nicklaus Golf Club**](https://www.clubcorp.com/clubs/nicklaus-golf-club-at-lionsgate/)

**Sums up your new Role:**

Curating and enhancing 'ClubLife' and increasing Club Member Growth

* **Programming**- Develop and ensure execution of relevant and engaging Member events and experiences specific to Club We Are/segments and ClubLife expectations
* **Communications**- Implement thorough and consistent strategy to best communicate ClubLife through all channels, amplifying the Member story
* **Member Management**- Champion the engagement and retention strategy for overall Member journey + tracking, ARMI (At-Risk Member Intervention), and forecasting
* **New Member Onboarding**- Develop and be accountable for New Member Welcome and Connect Steps, Member Intel, and Name Recognition
* **Supervise Member Experience Team**- Project management, budgeting, staffing, hiring, and training of Member Experience Manager, Member Experience Coordinator, and ClubLife Concierge (depending upon Club structure)

**Day to Day:**

* Focus on both the quantitative (Member Growth) and qualitative (Member Experience) goals of the Club
* Lead Member Experience Team in executing Membership Experience strategic plan
* Create ClubLife experience according to brand standards
* Ensuring a vibrant and connected member community
* Focus on ARMI and increased retention practices
* Communicate to employees and Members consistently and concisely via all channels
* Execute all Member Events and Programs with member and committee feedback
* Onboard/New Member Connect Steps
* Create and execute relevant programs with purpose with consideration of your Clubs Members, product, and position
* Create storytelling and content focused communications
* Responsible for budgeting of dues lost, resignations, and downgrades

**All the other stuff we do:**

* Adhere to all company, club, and department standards of operations, policies, and procedures whether written or verbal
* Act with integrity
* Conduct ourselves professionally and respectfully
* Communicate effectively
* Work well under pressure, coordinating multiple tasks at any given time
* Solve problems, utilizing all available resources including regional and corporate staff
* Work safely and ensure others are too
* Attend meetings as required or requested
* Understand service recovery procedures for Members/Guests
* Notify GM and/or department head(s) of Member/Guest complaints. Rectify by practicing service recovery as soon as possible
* Remain, open, flexible, and adaptable to take care of our Members and Guest changing needs
* We are ready to assume different responsibilities as needed and requested as an essential part of our jobs

**About you:**

* Undergraduate degree preferred. Educational concentration in business, communications, journalism, public relations, hospitality management, or recreation
* Experience of 2 - 4 Years in Hospitality, Customer Relations, or Marketing Communications
* Prefer experience in one or more of the following: sales, relationship management, food beverage operations, customer service, membership associations, and/or fundraising
* Prior experience in leading a team or project to a successful outcome is preferred
* Advanced knowledge working with Microsoft Office Suite, including Word, Outlook, and Excel
* CRM/Salesforce

The link to this page > <https://clubcorp.jobs.net/en-US/job/director-of-member-experience/J3Q71Y731120DN3M5N3>