



Team Member Description: Member Services Director

General Position Description

The Member Services Director is a key member of the leadership team and is directly responsible for growth and retention of membership, programs, and services, through a consultative sales process. Fully knowledgeable about the programs, services, and facilities, the Member Services Director responds to both current and potential members maintaining our high customer service standards. This individual exemplifies professionalism in all his/her duties and ensures adherence to the values and mission of the Center.

The Member Services Director strives to achieve membership, revenue, and participation goals by constantly improving knowledge and application of sales skills and working collaboratively with all departments. He/she mentors and leads the Member Services Department, regularly evaluates sales and marketing strategies, and is an active leader in the company marketing and sales performance.

Responsibilities of the Position

- Develop and maintain friendly and professional relationships with members and prospective members through maintaining an organized process of communication
- Thoroughly and accurately complete the enrollment process for new members
- Coach and support positive performance through the hiring and training of all other member service team members
- Collaborate with the Marketing Director and General Manager to develop and implement marketing strategies for achieving sales and financial targets
- Report and evaluate daily, monthly, and quarterly production for the Member Services Department
- Improve and uphold processes and procedures with attention to detail and integrity
- Provide prospective members and guests with an enthusiastic and consultative membership presentation

Responsibilities of all Positions

- Support and articulate the Company mission statement
- Adhere to company processes and procedures
- Ensure cleanliness of the club using all 5 senses:
 - Sight to ensure club is neat and orderly
 - Sound to ensure music/ sound levels are appropriate
 - Touch to ensure floors, countertops, and equipment are clean and dry
 - Taste to ensure food & beverages in the café are up-to-standards
 - Smell to ensure the club is fresh and odor free



Team Member Description: Member Services Director

Required Skills & Prerequisites

Education

Bachelor's degree in exercise science, business, sports management, sales & marketing, or related field required

Experience

- 2+ years of management experience
- 2+ years of sales experience (fitness and/or health preferred)

Licenses / Certifications / Registrations

- Fitness certification preferred

Additional Skills

- Must be a self-starter and driven to achieve high levels of performance
- Basic software and social media skills
- Proven leadership ability with a willingness to learn new skills or processes
- Honesty, integrity, positive energy and a passion for fitness industry

Employment Status

- Full-time, some nights and weekends may be necessary
- Reports directly to the General Manager
- Supervises others

NOTE: All duties and requirements stated above are essential functions. This job description in no way implies that these are the only duties to be performed by the staff occupying this position. Staff members may be required to perform other job-related duties by their supervisor.