**Membership Relations, Events & Communications Coordinator**

Suburban Golf Club

Job Location: 1730 Morris Ave, Union NJ 07083

Contact Email: rclemente@suburbangolfclub.net

Requirements:

Membership Relations, Events & Communications Coordinator

General Purpose:

Provides member relations services, reception, communications, website development and upkeep, newsletters, Club event planning and execution for the betterment of the Suburban Golf Club experience. Will also assist in running new member application process and onboarding, as well as supporting functions that ensure the office runs in a smooth and efficient manner for the Director of Finance and Suburban Golf Club Board.

Essential Duties:

* Provide outstanding front office member service (telephone and reception areas).
* Maintain the Club’s membership database and roster (membership certificate register, resignations, transfers, address, and contact information, rosters, and website).
* Ensures that established procedures for processing prospective members' applications are consistently followed and there is timely processing and reporting of the new member progression. Assists prospective members in fulfilling application requirements, tours and conducts orientation for new members.
* Maintains and develops relationships with current members to encourage club participation in events, socials, and daily enhancements. This includes but is not limited to attending member functions and weekly social engagements that members frequent.
* Effective team member to offer solutions and suggestions to membership complaints, issues, facility challenges, and overall ways to better enhance service, hospitality culture and the Club culture.
* Effectively communicates with the Director of Finance and others as required to increase knowledge of membership goals, membership satisfaction, and membership retention.
* Composes membership correspondence including but not limited to: Club announcements, upkeep of the digital presentation boards, bi-weekly member communications, member newsletter, and reports.
* Assists with marketing and mailing promotions for Club events and new member incentives
* Prepares and distributes various Club mailings inclusive of Club announcements and newsletters
* Answers member and prospective member questions with accuracy and efficiency
* Maintains website updates, communication tools, event postings, and registrations on a daily and weekly basis as needed
* Performs various administrative and management duties during Club events
* Maintains a complete understanding of the membership categories rules and regulations, with specific emphasis on the sponsored guest
* Assists in the preparation of the monthly membership reports for the department
* Performs other duties as required by the Director of Finance and self-initiated as part of the team culture to maintain accountability for our Club development

Education / Experience:

* Bachelor’s Degree with a minimum of 3 years of relevant experience
* Knowledge of Jonas Club management, Microsoft Office suite, and management of the Club Member’s website
* Extremely organized with the ability to manage multiple events in advance as well as the day-to-day operations of the Membership Services Desk

Employment & Compensation Package:

* Full-Time Year Round
* Position Salary
* Employment Benefits as provided by HR in the offer letter