

CANDIDATE PROFILE

Member Services Manager
Los Angeles Chargers 1960 Club
El Segundo, CA

www.chargers.com/1960club



The Organization

The Chargers 1960 Club is an exclusive private members club located within The Bolt, the Los Angeles Chargers' state-of-the-art training complex in El Segundo, California. The Club delivers an elevated, high-end membership experience that blends premium amenities, exceptional social spaces and curated programming, all integrated into the heart of the Chargers' football operations. Members enjoy a distinctive environment designed to foster community, connection and unparalleled access to the Chargers organization.

Position Overview

In this role, the Manager is responsible for leading the day-to-day operations and long-term strategy of the Chargers 1960 Club membership program. This includes overseeing membership experience, engagement, sales and retention initiatives while building the departmental infrastructure needed to support scalable growth. The Manager manages the full membership lifecycle, ensures consistent and high-quality service delivery, addresses escalated member needs and partners cross-functionally to drive organizational success. As the steward of the member experience, the Manager ensures all member-facing processes, systems and touchpoints operate with excellence, consistency and impact.

Responsibilities

MEMBERSHIP SALES

- Develop and execute the membership sales strategy to meet annual revenue and growth targets.
- Lead the full membership sales cycle from lead generation through closing.
- Build and manage sales pipelines, forecasting models and conversion tracking.
- Conduct high-touch tours, presentations and consultations with prospective members.

- Partner with Marketing to develop sales campaigns, promotional materials and lead-generation initiatives.
- Identify new markets, partnership opportunities and growth channels to expand membership reach.
- Establish sales KPIs and reporting dashboards to measure performance and optimize sales effectiveness.

STRATEGIC MEMBER EXPERIENCE & RELATIONSHIP MANAGEMENT

- Lead the overall strategy for member engagement, satisfaction and retention.
- Build out the department's operational infrastructure, tools, processes and programs to support long-term growth.
- Develop and execute multi-year membership strategies aligned with organizational goals.
- Oversee onboarding processes and ensure seamless integration into the organization.
- Serve as the senior escalation point for high-value members or complex service issues, ensuring timely, relationship-centered resolution.
- Build and maintain long-term, trust-based relationships through proactive outreach, touchpoints and high-touch service initiatives.
- Monitor member satisfaction, analyze trends and drive continuous improvements to the member journey.
- Oversee member appreciation programs, engagement events and communication strategies.
- Develop and manage KPIs related to retention, engagement, satisfaction and service performance.

OPERATIONS

- Work with internal departments (e.g., Events, Marketing, Finance) to ensure seamless member experiences.
- Support the development of member-facing materials, FAQs, guides and communication templates.
- Provide insights from member feedback to inform product, policy or operational changes.
- Oversee member data accuracy and integrity across CRM and membership platforms.
- Lead the adoption, optimization and evolution of CRM tools to support lifecycle management, forecasting and reporting.
- Ensure membership operations comply with internal policies, financial controls and privacy standards.
- Identify operational gaps and implement scalable systems, processes and workflows that support growth.
- Build and maintain departmental infrastructure including technology, processes, SOPs and service models.

Candidate Attributes & Preferred Skills

- Bachelor's degree in Business, Communications, Hospitality, Sports Management or related field – advanced degree preferred.
- 6+ years of experience in membership services, customer experience, client relations or account management.
- Demonstrated success in membership sales, including pipeline development, forecasting and closing.

- Experience building or scaling infrastructure, systems or programs.
- Strong communication, interpersonal and relationship-building skills.
- Proven ability to resolve escalated and sensitive issues with discretion and diplomacy.
- Proficiency with CRM systems (e.g., Salesforce, Arctix, AudienceView or similar tools).
- Strong organizational, analytical and project-management abilities.
- Ability to work evenings, weekends or event days as required.

Competitive Compensation

- Base compensation range: \$113,000 – \$125,000.
- Commission on membership sales, percentage open for discussion
- Health, dental and vision insurance
- Long-term disability insurance
- Retirement plans (401(k), 6 months after hire through NFL)
- Concerts at SoFi Stadium
- Game tickets
- Lunch provided 3–5 times per week

To be Considered

To be considered, please submit cover letter and resume **prior to June 10, 2026**.

A full background check will be conducted on candidates. Professionals who meet or exceed the established criteria are encouraged to contact:



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Principal



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