

Candidate Profile

Membership Director
Philadelphia Country Club
Gladwyne, Pennsylvania
www.philadelphiacc.net



Organization

Philadelphia Country Club is a prestigious family-oriented, private country club that was founded in 1890 and is one of the oldest member-owned country clubs in the United States. It was one of the first seven members of the USGA. Located in the suburban community of Gladwyne, Pennsylvania, it is less than a half-hour drive from Philadelphia. Recognized as a Platinum Club of America, the Club's 975 member families and their guests truly enjoy exceptional facilities and legendary service from the excellent staff in place.

The Club's facilities boast a 100,000 square foot beautifully appointed clubhouse featuring multiple casual and formal dining rooms, several banquet outlets including a 6,000 square foot ballroom with outdoor cocktail/pre-function rooms, outdoor dining, and recently renovated private dining areas.

Other amenities include one 18-hole championship course (Spring Mill Course) as well as a nine-hole course golf course designed by architect Tom Fazio which was constructed to celebrate the 100th anniversary of the club named "The Centennial." The course is consistently ranked among the top 10 in the state of Pennsylvania by Golf Digest. The Club's amenities include Har-Tru tennis courts, paddle courts, squash courts, a pickleball court, fitness center, a renovated state-of-the-art resort-style pool, a summer house, a rustic style lodge for trap and skeet shooting, and four lanes of bowling.

The Club employs 75 full-time year-round employees with an additional 50 year-round part-time employees. The Club will hire up to 100 seasonal workers to service the active membership during the seasonal months from April through October. Gross Dollar Volume for the Club is \$16.5m.

Please click below for a short video
https://www.youtube.com/watch?v=zpO_xDxazeo

Position Overview

The Philadelphia Country Club is seeking an experienced membership director with an outgoing and engaging personality. The Membership Director works closely with members, the committee on admissions, the member issues committee, and the membership development committee. The position provides an orientation to new members so they understand privileges, the more satisfying points of being a good member, and encourages member usage of the club facilities. The membership director focuses on orienting new members to the club culture, assimilating members into events, activities, and athletics to improve member retention.

The successful membership director will be an energetic, forward-thinking, and creative individual with high ethical standards and an appropriate professional image. The membership director is discreet and behaves with a high degree of professionalism with a thorough understanding of the membership experience.

Other competencies include:

- Strong management skills including planning, setting priorities, decision making, facilitating, process improvement, providing regular performance feedback, developing employee skills, and encouraging employee growth. Ability to use effective problem-solving skills, and make independent decisions when circumstances warrant, exhibit sound and accurate judgment, and make timely decisions.
- An intelligent and articulate individual who can relate to people at all levels of an organization and possesses excellent written and oral communication skills. Must be able to communicate policies, procedures, regulations, reports, etc, to Staff, Members, and Guests.
- Provides exceptional Member service and uses prompt and responsive follow-through. Ask questions to identify

members' needs and/or expectations. Ability to respond effectively to the most sensitive inquires or complaints.

- Able to work in a rapidly changing work environment. Must be able to adapt to changes, manage competing demands, and can deal with frequent change, delays, or unexpected events.
- Must be able to follow instructions, respond to management direction, and solicit feedback to improve performance. Must be detail-oriented, able to prioritize, multi-task, and plan work activities, and uses time efficiently.
- Must be able to demonstrate accuracy, thoroughness, and monitor own work to ensure quality.
- Must be able to maintain strict confidentiality.
- Must be able to work occasional nights, weekends, and holidays as dictated by the event schedule.
- Ability to establish and maintain effective working relationships with all staff.

Duties and Responsibilities

- Processes all requests for Membership. Sends proposal packages, letters, answers questions, and assists proposing Members in fulfilling proposal requirements. Develops and assures that established procedures for processing prospective Members' proposals are consistently followed.
- Encourages Members to make personal referrals, and to assist with membership development efforts. Accompanies Members of the Member Development Committee on visits outside of the Club to meet prospective new Members.
- Tracks and facilitates members as they age into new categories such as children of members becoming intermediates at age 25 and intermediate members becoming resident members at age 35.
- Conducts orientation for all new members.
- Effectively responds to Member comments following Club standards, policies, and rules; uses ideas, feedback and suggestions to continuously improve the services provided to Members.
- Prepares required materials for the Committee on Admissions, Membership Development, and Member Issues Committee meetings. Attends Membership Development and Member Issues Committee meetings monthly.
- Attends Member events including the Open House, Annual Meeting, Memorial Day Picnic, Independence Day Extravaganza. Also, attends events related to the activities of the Committee on Admissions, Member Development Committee, and Intermediate Member Development Committee as a Staff liaison and welcome Members to events. From time to time, will be asked to be staff liaison for ad hoc member events, such as a Broadway musical trip, as directed by the club's general manager.
- Organizes hires and administrates the club's summer kid's camp.
- Ensures that all Staff consistently complies with the Club's employee manual, Club's policies, and procedures. This includes Staff grooming, uniform, personal hygiene, and name tag standards.
- Prepares Secretary's report for the Board of Governors.
- Prepares meeting minutes/reports and other materials requested by the Member Issues and Member Development Committees for their meetings.
- Performs administrative duties for the General Manager, Board of Governors, and the Committee Members, which include proofreading, copying, filing, printing labels, and drafting letters.
- Reports elected new Members to the Controller and to the Executive Staff to initiate proper administration of their Membership. Calculates credits and statements for new Members or transfers to Resident Membership.
- Operates a computer to enter, retrieve, review or modify data; utilizes word, excel, outlook, PowerPoint, Jonas, publisher, internet, outlook, and other software programs at a high level of proficiency.
- Maintains Golf waitlist.
- Attends Management Staff meetings and reports on new Members, or changes in membership status. Also attends the monthly marketing meeting to provide feedback and creative assistance to the Executive Management Team.
- Participates in scheduled Management, Staff, and departmental meetings.
- Acknowledges Members and Guests with a greeting or by Mr. and Mrs. (Last Name) or Doctor. Provides a friendly and welcoming environment which includes eye contact, a smile, and a greeting, acknowledging every Member or Guest maintaining outstanding, fast, and efficient service.
- Ensures that all Club Members and Guests receive courteous, prompt, and professional attention to all their needs. Upholds the highest operational and Member service standards.

Requirements

- Bachelors Degree in Communications/Business/Marketing, Hospitality or a related field or equivalent combination of education and experience.
- Three to Five-year minimum experience as a membership director or similar position at a club or within a hospitality environment.
- A career path marked with stability and professional achievement.
- A person of exceptional character - motivated, energetic, friendly, and dedicated to the profession.
- A friendly and outgoing personality with strong communication skills and high visibility.

- The professional will be a lifelong learner continuing research and understanding industry trends.
- Excellent verbal and written skills.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

Competitive Compensation & Benefits

- Competitive compensation/salary, and an annual performance bonus.
- Medical, dental, life insurance, and paid vacation.
- Participation in the Club's 401(k) plan with club match.
- Professional dues and expenses in accordance with the annual budget.
- Relocation assistance (if from outside the area).

To be considered for this outstanding opportunity all cover letters and resumes should be received as soon as possible.

Professionals who meet or exceed the established criteria are encouraged to send a compelling cover letter outlining their qualifications, experience, and interests along with their resume to:

GSI Executive Search
Manny Gugliuzza, CCM, CCE
mannyg@gsiexecutivesearch.com
(732) 618-8665

This position is available immediately.

