

Job Functions and Expectations

Job Title: Membership Manager	Department: Sales
Reports To: General Manager	Status: Exempt

JOB SUMMARY

The Membership Manager will be responsible for actively generating club membership sales while developing and maintaining membership retention. The membership manager will also be responsible for new and existing member integration of the club.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Sells club memberships
- Assist with the development and marketing of promotions, programs and services to members
- Plays a highly visible role with members, guests, staff and the community as an example and spokesperson for the mission, vision and values of Houstonian Lite
- Monitors and analyzes the sales performance based on budget and established personal and team quotas
- Establish tactics and follows through in order to meet or exceed monthly individual and team quota.
- Must be able to generate leads both personal and corporate
- Prepare all sales materials for prospects and new members (i.e. membership packets, brochures, etc.)
- Attend mandatory sales meetings and sales training
- Attend member functions
- Adheres to policies and procedures for sales department
- Works last days of the month to close out sales
- Other duties as assigned

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must be highly motivated, self starter and can work independently and in a team
- Excellent communication and interpersonal skills
- Excellent management and leadership skills
- A comprehensive understanding of sales operations and selling skills

EDUCATION, CERTIFICATIONS AND EXPERIENCE

- Must have experience in sales
- Experience in a health club or the hospitality industry is preferred
- College degree preferred
- CPR, First Aid, and AED certifications (must be obtained within 60 days of hire)

CRITICAL SUCCESS FACTORS

- Responsible for membership growth and retention through membership sales (meeting/exceeding monthly membership goal) and customer satisfaction
- Responsible for entering prospects and members into Aphelion
- Develops and maintains community relations

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The functions and expectations listed above are not intended to be all-inclusive. It is understood that the employee will also perform reasonable, related duties if requested by immediate supervisor or other management staff.

Duties are subject to change and be modified at anytime at the discretion of management. We ask all employees to be flexible and to perform requested duties to the best of their abilities at all times.

I, _____, have read and fully understand the functions and expectations of the membership manager position. I further understand that failure to uphold the functions and expectations will result in corrective action and may lead up to termination of position.

Employee Signature

Date

Supervisor Signature

Date

General Manager Signature

Date