15700 River Road Germantown, MD 20874
www.bwrc.org

Membership Director

Bretton Woods Recreation Center ("BWRC") is looking for a Membership Director to join our leadership team of highly engaged professionals. Bretton Woods is a truly unique private club with a very high percentage of international members from all over the world. The 285-acre property includes 18 holes of golf, 14 tennis courts, 3 swimming pools, 2 soccer fields, 3 playgrounds, and a full team building ropes course. Located on the Potomac River the Center has numerous water activities as well.

This position assists in development and implementation of programs, projects and activities designed to increase and retain membership in the Center. This position is full-time, and the weekly schedule will vary based on business demands and tour scheduling. The Membership Director will represent the club in its relationships with numerous external constituencies and actively promote Bretton Woods within all areas of the IMF and other international organizations.

Reports to: General Manager

Supervises: None

Education and Experience

- Experience in the private club or hospitality industry preferred
- At least 2 years of sales and customer service experience
- Experience with JONAS preferred

Job Knowledge, Core Competencies and Expectations

- Deliver excellent customer service consistently exceeding expectations
- Ability to establish and maintain effective relationships with supervisory/administrative staff, employees, members and the general public
- Direct and oversee the activities of the Membership Department and control its budget
- Ability to establish and maintain effective relationships with management, staff and the general public
- Ability to present facts and recommendations effectively verbally and in writing

Job Tasks/Duties

- Develops and ensures that established procedures for processing prospective members' applications are consistently followed
- Plans and implements strategies to meet membership goals
- Receives all requests for enrollment, change of category, cancellation and suspension of memberships
- Assists prospective members in fulfilling application requirements

- Conducts tours for prospective members
- Process applications in a timely and efficient manner
- Deep understanding of all categories and subcategories membership
- Promotes membership opportunities at Bretton Woods to outings and all other IMF, IFI and Embassy groups hosting events at Bretton Woods
- Conducts orientation program for new members, keeps them in the loop as to happenings at the Center
- Holds prospective and new member receptions
- Calls and requests active members to make personal referrals and to assist with recruitment efforts
- Processes member resignations; develops reports and undertakes special projects as applicable if membership retention problems arise- all resigned members will complete an exit survey
- Determines markets for qualified individuals and completes and maintains perpetual member invitee roster
- Assesses the need for and makes recommendations regarding membership classifications to help ensure that the needs of ever-changing markets are met
- Serves on applicable committees to assure members' interests are consistently addressed
- Follows-up on telemarketing efforts, member referrals, leads from staff, catering contracts, newspaper articles, lists, publications, etc.
- Organizes production of membership information kits for membership drives and sales opportunities
- Researches the need for ongoing sales promotions regarding demographics, market segmentation data, etc.
- Tracks the success and overall performance of all membership activities
- Maintains a file of club history information
- Assist and manage Bretton Woods club promotional materials
- Assists with annual member survey
- Attends management and staff meetings
- Effectively responds to member comments in accordance with club standards, policies and rules; uses ideas, feedback and suggestions to continuously improve the services provided to members
- Develops and adheres to a departmental budget; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained
- Works with accounting department to ensure accurate billing of membership fees
- Ensures that applications are completely and properly filled out, that initiation fees are collected and that new members understand the privileges and costs of becoming a member
- Surveys other clubs for information useful in setting and revising club membership policies
- Oversees the administration of all membership rules and regulations to ensure consistency in interpretation and application; updates club rules and regulations and keeps members informed of changes
- Maintains all waiting lists for club and golf memberships
- Maintain optimal membership levels based on direction from General Manager
- Keep waitlist engaged, invite to events specified by Assistant General Manager and/or Catering Coordinator
- Promote events to prospects and current members
- Acquaint new members with club culture and encourage use of the Center
- Responsible for maintaining confidentiality of all member information

- Present during club holiday events to greet members and their guests
- Completes other appropriate assignments made by the General Manager
- Reconcile monthly payroll deduction reports from International Organizations to ensure payment of dues by members, follow up with organizations and/or members to correct. Report discrepancies to Controller
- Update ABDI scanner system to reflect current membership database. This may include, but is not limited to, software and hardware troubleshooting, repair and maintenance.
- Keep department heads up to date on current membership statistics, promotions and dues rates
- Prepare statistical data for the General Manager, Board of Directors, and others as required
- Monthly, quarterly, and annual maintenance of database
- Perform annual re-certification project of all non-payroll members
- Establish and maintain a positive working relationship with organization's liaison, payroll and pension offices to ensure BWRC membership receives priority within said organizations

Physical Demands and Work Environment

- Repetitive motion working at a computer
- Frequent walking, standing, climbing stairs
- Indoor and outdoor working environment with foot traffic and driving a golf cart

Benefits Offered

- Access to our 18-hole golf course on Monday (with prior approval)
- Medical, dental and vision benefits
- 401k with 6% contribution by employer
- Life insurance and short & long term disability
- Vacation, sick and holiday pay
- Free meals during work shifts

Our Mission

Great people creating lasting memories in an inclusive, and family-friendly environment.

Our Vision

We aim to be the leading recreational and wellness destination for the international community in the greater Washington D.C. area.

Our Values

International & Family-Friendly
Respect, Inclusiveness, Integrity
Quality & Excellence
Environmental Responsibility
Financial Responsibility
Transparency & Open Communication

Want to hear what Bretton Woods Employees have to say about working at the club? Check out our onboarding welcome video!

To apply click here