



Position Description Director of Membership
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Date Updated: November 2025

Location: Administrative

Position Summary:

Under the supervision of the General Manager/COO, is responsible for all aspects of the Membership sales process at Friendly Hills Country Club. The Director of Membership will also have full oversight and supervision of club member relations and social calendar programming. The Director of Membership will develop and implement programs, projects and activities designed to increase and retain membership at the club.

Mission Statement:

Every member and guest will leave Friendly Hills Country Club **happier** than when they arrived because of **your** dedication and commitment to their enjoyment and care.

Essential Duties:

- Must have extensive knowledge and understanding of Friendly Hills Country Club By-Laws, House Rules & Regulations and the Rules of Golf.
- Plans and implements strategies to meet club membership goals.
- Maintains organized and secure Club Member files.
- Assists in maintaining the FHCC membership database.
- Processes and maintains all related paperwork and records for individual members, the Membership Committee and Board of Directors.
- Processes all applications for membership.
- Processes all requests for transfer of membership.
- Ensures membership application and collateral materials are up to date and “convey the message” that FHCC is the premier club in the area.
- Schedules prospective member interviews.
- Conducts new member orientation and onboarding process.
- Assist prospective members in the application process.
- Conduct tours for prospective members and coordinates member interviews.
- Promotes club activities through internal advertising, website and club newsletter.
- Assists Sales & Marketing Director with club master calendar.
- Maintains listing of memberships for sale (“For Sale List”) and members wishing to resign membership (“Member Resignation List”).
- Maintains listing of available memberships, by category, with applicable and current Initiation Fee and Dues pricing.
- Assists Board of Directors, applicable committees and General Manager/COO on decisions regarding Dues, Initiation Fees and all Member related fees and charges.
- Keeps current listing of competing club’s fees, dues & rates for all categories of membership.
- Prepares and/or assists in the preparation of member-related functions and collateral materials.

- Attends staff meetings and Department Head meetings.
- Attends related committee meetings, takes notes and prepares meeting minutes.
- Assesses the need for and makes recommendations regarding membership classifications to help ensure that the needs of ever-changing markets are met.
- Instills confidence in club members that the club is operated in the best interests of the membership.
- Assesses the need for ongoing promotions based on membership availability.
- Tracks the success and performance of all membership activities.
- Coordinates and develops the social activities and social calendar for the club.
- Conducts member surveys as needed or requested by the membership.
- Responds to members' comments and requests in an effective and timely manner.
- Reports new members to appropriate staff to initiate the proper administration of their membership.
- Coordinates effectively with all departments in the successful operation of member related events and functions.
- In coordination with the Sales & Marketing Director, takes photographs of members and member activities and regularly posts these and club friendly comments on the website and social media platforms.
- Maintains all waiting lists for club memberships.
- Responsible for maintaining confidentiality of all member information and files.
- Present during member functions, events and tournaments and actively greets and interacts with attendees.
- May be asked or assigned to act as Manager on Duty from time to time.
- Performs other such tasks and duties as required for the successful operation of Friendly Hills Country Club.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- College Degree preferred or minimum 3-year related experience and /or training or equivalent combination of education and experience.
- Ability to read, analyze and interpret business periodicals, professional journals, technical procedures and scheduling requirements. Ability to write and effectively present information, and respond to guests from groups, managers, clients, customers, and guests.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl. Occasionally required to sit.

The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to or over 80 pounds. Specific vision abilities required by this include close vision, distance visions, peripheral vision, and depth perception.

Work Environment:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually moderate.

Hours of Work

As a Salaried/Exempt position, the hours of work for the Membership Director generally exceed 40 hours weekly.

Employee Signature

Supervisor Signature

Date