



Membership Director

Metropolitan Club | San Francisco, CA

About the Metropolitan Club

Founded in 1915 with a commitment to tradition and refined social connection, the Metropolitan Club stands as a beacon of elegance in the heart of San Francisco. As a premier private club, we provide our more than 600 members with an unparalleled sanctuary for professional networking, fitness, fine dining, and social engagement. Our heritage is built upon a foundation of "membership by invitation," ensuring a community of distinguished individuals who value discretion and exceptional service. Joining our leadership team means becoming a steward of this legacy, fostering a culture where every member and guest is greeted with the highest standard of hospitality. www.metropolitanclubsf.org

Role Overview

The Membership Director is a strategic leadership position responsible for the development and implementation of programs, projects, and activities designed to increase and retain membership in the Club. Reporting directly to the General Manager, this individual oversees membership marketing, sales, account administration, and member relations. The position also works hand-in-glove with the Membership Chair and Membership Committee to support them in all matters related to their work. The ideal candidate understands the concept of a fine private Club and how such a Club benefits the selected individuals invited to membership.

Key Responsibilities

Growth & Strategic Marketing

- Strategic Development: Develops and implements sales and marketing programs within "membership by invitation only" guidelines, utilizing CRM tools and data analytics to track the membership pipeline and measure program effectiveness.
- Member Advocacy & Networking: Networks with members to establish rapport and obtain referrals, coordinating exclusive receptions and activities that provide an ideal venue for members to introduce nominees to the Club.
- Market Adaptation: Assesses the ever-changing market to make recommendations regarding membership classifications and ensure the Club's offerings remain relevant and competitive.

Onboarding & Member Relations

- Application & Orientation: Guides prospective members and sponsors through the application process and leads comprehensive orientation sessions to introduce Club facilities, rules, and the unique responsibility of member sponsorship.
- Hospitality & Engagement: Maintains a high-visibility presence during dining hours and Club events, acting as a primary liaison to meet and greet members and their guests to foster a sense of community.
- Retention & Satisfaction: Develops and executes a strategic member retention program by tracking satisfaction levels and directly assisting in the furtherance of member satisfaction.

Administration & Governance

- Database & Roster Management: Maintains the Club's membership database and roster with meticulous accuracy, ensuring all records, updates, and facility access cards are processed for both prospective and current members.
- Committee & Process Oversight: Develops and enforces consistent application procedures while managing the distribution of records, files, and general correspondence for all committees.
- Vetting & Liaison: Liaises closely with the Membership Committee to report on trends and guide prospective candidates through the formal "membership by invitation" approval and vetting process.

Financial & Professional Responsibility

- Financial Oversight & Governance: Develops and adheres to a departmental budget, taking corrective actions to meet financial goals, while actively participating in monthly management meetings and fulfilling duties assigned by the General Manager.
- Performance Excellence: Drives success through key metrics including annual net membership growth, high retention rates, sponsorship-to-application conversion, and member satisfaction scores.

Job Requirements

- Education & Experience: A college degree is preferred, ideally with a background in business, sales, or marketing. Candidates should possess progressive experience in sales, marketing, fundraising, or the hospitality service industry. Experience in highly visible customer service positions or with community/non-profit organizations is a distinct advantage.
- Required proficiency in Microsoft Office (Word, Excel, Access) and experience in utilizing CRM systems. Must have strong expertise in optimizing social media using diverse platforms. Previous experience with membership database administration is a plus.
- Must be fluent in English (speaking, reading, and writing).

Competitive Compensation and Benefits

The Metropolitan Club offers an attractive and competitive compensation and benefits package including:

Annual Compensation Range: \$75,000 to \$85,000

- 401(k) Retirement Plan
- Health, Dental, Vision, and Life Insurance Benefits
- Short- and long-term disability
- Generous PTO plan
- Monthly bonus plan, commission sales incentives
- Professional association dues and education reimbursement

The Metropolitan Club is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, and other legally protected characteristics.

Submittal Guidelines

To apply for this exciting opportunity, please send a role-specific cover letter and your resume to Tom Schunn, General Manager. gm@metropolitanclubsf.org

To be considered for this opportunity, all cover letters and resumes should be received by February 1, 2026.