



## MEMBERSHIP MANAGER

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STRATEGIC CLUB SOLUTIONS



## MEMBERSHIP MANAGER

The Membership Manager is responsible for membership recruitment, retention, and engagement at the Woman's Athletic Club of Chicago (WAC), a private athletic and social club serving approximately 1,200 members located on the Magnificent Mile. The role reports to the Director of Membership and Communications and works closely with the Membership Committee, membership chairs, and Club leadership to advance the Club's membership objectives.

The Membership Manager is fundamentally a relationship role. The position requires sustained, intentional engagement with current and prospective members, supported by administrative rigor in managing the membership process and its associated reporting. Given the close-knit nature of the Club's membership and culture, the Membership Manager must demonstrate sound judgment, a high degree of discretion, and a genuine commitment to member experience. This is not a high-pressure sales environment; success depends on relationship quality, follow-through, and the ability to make both new and long-tenured members feel connected to the Club.

Reports to: Director of Membership and Communications



## KEY OBJECTIVES

### Membership Recruitment and Retention

- Manage the full membership application process, ensuring adherence to Club policies and procedures.
- Build and maintain individual relationships with new members throughout the first year of membership.
- Provide Club tours to prospective members, alongside or on behalf of proposers, and to new members.
- Support the retention committee with outreach strategies and engagement touchpoints.

### Member Engagement and Events

- Coordinate and support membership-related events in partnership with the Membership and Communications Director.
- Maintain a visible presence at Club events to welcome members, support prospective member introductions, and reinforce community.
- Coordinate new member orientations and structured engagement touchpoints during the onboarding period in partnership with the Membership and Communications Director.
- Serve as a resource for members who have questions about Club programs, events, or membership benefits.

### Membership Administration and Process

- Maintain accurate and current membership records in the Club's database (Northstar).
- Process membership applications, resignations, and category changes in accordance with Club policy.
- Prepare and distribute weekly membership reports and other reports as requested by leadership.
- Prepare and distribute materials for the Membership Committee and Board, as needed.
- Maintain records of sponsored guests and member referral activity.
- Establish monthly process for tracking and notifying members of member status promotions.
- Maintain records of sponsored guests, member referrals, corporate member and initiation fee activity.

### First-Year Priorities

To be successful in the first year, key priorities include:

- Learn the Club's membership culture, history, and the informal dynamics that shape how members relate to the organization and to each other.
- Build credibility with current members by being present, responsive, and consistent in day-to-day interactions.
- Develop a working knowledge of the Northstar membership database and ensure records are accurate and maintained to standard.
- Audit and, where necessary, strengthen the new member onboarding process to ensure first-year members are engaged and connected.
- Establish productive weekly routines with the Membership and Communications Director and align on shared expectations for communication and follow-up.
- Identify any gaps in membership reporting or tracking and propose improvements to current-year processes.

## Competencies and Qualifications

The successful candidate will demonstrate:

- Minimum of two to four years of experience in membership administration, relationship management, or a member-facing hospitality role. Preferred experience working in a private club or membership-based organization.
- Bachelor's degree in hospitality management, communications, business, or a related field preferred.
- Demonstrated ability to build and sustain genuine relationships across a diverse membership or client base.
- Strong organizational skills with the ability to manage multiple administrative responsibilities accurately and consistently.
- Excellent written and verbal communication skills, including experience preparing professional correspondence and member-facing materials.
- Proficiency in Microsoft Office (Word, Excel, Outlook); familiarity with Northstar or comparable club management software is preferred
- Availability to attend occasional evening and weekend Club events as required.
- Experience supporting volunteer committees or working within a governance structure involving a Board of Directors.

## Compensation and Benefits

- Salary compensation is commensurate with experience, plus additional compensation opportunity through commission structure.
- Comprehensive benefits package, including health, dental, and education allowance, vision benefits, and PTO.

Please do not contact the Club directly regarding this opportunity.

Interested and qualified applicants should submit their resume in confidence to  
Joyce M. Halama, CCM, at Strategic Club Solutions: [Joyce@strategicclubsolutions.com](mailto:Joyce@strategicclubsolutions.com).





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