Membership Director

Reports to: General Manager

About Presidio Golf & Concordia Club (PGCC)

PGCC is a private social and golf club located alongside the historic Presidio of San Francisco and Presidio Golf Course. PGCC offers members a beautiful and historic setting to build community over great meals, fitness, golf, and other social activities. Staff provide great service all while cultivating a warm and welcoming environment to all.

Position Summary

The Membership Director is responsible for membership recruitment, retention, and delivering an exceptional member experience at Presidio Golf & Concordia Club. This role serves as a primary point of contact for members and prospective members, oversees membership-related communications and events, and coordinates daily member services and reservations. The Membership Director works closely with the General Manager, member committees, and other departments to support membership goals and ensure a welcoming, organized, and engaging club environment.

Key Responsibilities

Membership Sales and Administration

- Manage prospective member inquiries, introductory tours, applications, sponsorships, approvals, and new member onboarding and orientation.
- Manage membership changes, transfers, resignations, and other member account administration.
- Own marketing, and retention initiatives to achieve annual membership goals established with the General Manager.
- Monitor membership levels, resignations, retention rates, and recruitment results; identify trends and recommend strategies for improvement.

Member Relations and Services

- Build relationships with members, understanding and cataloging their interests and preferences. Cultivate a welcoming and personalized club experience with attentive and professional service.

- Manage member reservations, seating, signage for daily member events, ensuring any changes are handled and communicated across the team in a timely manner

Events and Member Engagement

- Plan, coordinate and drive marketing for member events and recurring programs that reflect the Club's values and interests. Responsibilities include scheduling, setup, layout, decor, staffing and other related logistical needs.
- Track event participation, registration, and member feedback to evaluate engagement and identify opportunities for improvement.
- Coordinate with committee chairs and club management on event planning and member engagement initiatives.

Other Duties

- Performs other duties as assigned by the General Manager to support the effective operation of the Club and the member experience.

Qualifications

- Minimum of three years of relevant experience, preferably in a private club or hospitality environment.
- Excellent interpersonal, written, and verbal communication skills, with a strong commitment to member service.
- Strong organizational skills, attention to detail, and the ability to manage multiple priorities in a deadline-driven environment.
- Proficiency with Microsoft Office, spreadsheets, membership CRM databases, and digital communication platforms.
- Professional, approachable, proactive, and solution-oriented, with the ability to work independently and collaboratively.
- Ability to exercise sound judgment and maintain strict confidentiality of club and member information.
- Flexibility to work evenings, weekends, and club events as required.

Compensation & Benefits

Hourly Compensation: $42.00–$52.00 per hour, depending on experience and qualifications.

Additional Compensation: Commission opportunities based on new member enrollments.

Benefits Include:

- Comprehensive health benefits, including medical, dental, and vision coverage
- 401(k) retirement plan
- Paid vacation
- Paid sick leave
- Paid holidays
- Employee meals
- Golf and fitness facility use privileges

How to Apply:

Interested candidates are invited to submit a resume and brief cover letter to:

Randy Lim

General Manager

Presidio Golf and Concordia Club

rlim@pgccsf.com

Please include “Membership Director” in the subject line of your email