



Storied Management LLC – an affiliate of Storied Development, LLC, an established development, marketing and sales organization with private club communities throughout the continental U.S., Hawaii, the Caribbean and Mexico – is seeking a Membership Director for its luxury, private residential, mountain golf and ski community in Park City, Utah – Talisker Club.

Talisker Club is Park City’s only four-club, one-membership private home community presenting an incomparable collection of mountain, Main Street, backcountry and country clubs. It is situated in Utah’s Wasatch mountain range, from the slopes of the Deer Valley® Resort to the valleys surrounding the Jordanelle Reservoir.

Please visit our website at: www.taliskerclub.com to learn more.

POSITION DESCRIPTION: **Membership Director**

STATUS: **Full Time/Year Round**

FLSA: **Exempt**

REPORTS TO: **General Manager**

PURPOSE OF JOB

The Membership Director is responsible for the communication strategies for the company and prepares and manages all communication materials and will maintain brand integrity for the Club. The Director plays a crucial leadership role in guiding the Member Services team. This encompasses upholding team accountability standards pertaining to member service excellence, team member growth, and operational integrity, among other key areas.

MEMBER SERVICES RESPONSIBILITIES

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Responsible for the day-to-day operations of the Member Services and Shuttle Departments.
- Works closely with other operational department heads to develop and execute membership strategies.
- Cultivate member engagement.
- Effectively responds to member comments, inquiries, and complaints.

- Use ideas, feedback and suggestions to continuously improve the services provided to members.
- Along with the Contract Administrator, play an active part in maintaining the membership database and assuring all is up to date and accurate.
- Assure that membership communication is effective and timely.
- Member Services department is responsible for all new member orientations, assuring all orientations are conducted on a timely basis and provide thorough and accurate membership information.
- Coordinate closely with the real estate team to arrange meetings, tours, sight visits and itineraries for prospective members, (Discovery Program).
- Must be knowledgeable of the Talisker Club Membership Plan.
- Responsible for correspondence with members regarding rules infractions.
- Responsible for maintaining confidentiality of all member information.
- Oversees the club's concierge program.
- Liaison with Park City Community Foundation Committee; manage events for the group hosted at the Club.
- Be present during club operating hours and events to assist in meeting and greeting members and guests.
- Collaborate with other departments to ensure effective integration of membership programs and services.
- Provide exceptional customer service to members.
- Prepare annual member services budget, track and monitor budgets and take corrective actions as necessary to help assure that budget goals are attained, report budget variances monthly.
- Attend all signature events as required.
- Responsible for the member registration process for the July 2nd annual party, County Festivals and other events as assigned.
- Facilitate communication with other departments for cross departmental efficiencies.
- Recruit and train member services and shuttle personnel.
- Process performance evaluations per company-wide guidelines, identify growth opportunities for team members, coach, and counsel as necessary.
- Member of the Executive Leadership Team, (ELT).
- Member of the internal Employee Appreciation Committee.
- All Other Duties as Assigned.

COMMUNICATION RESPONSIBILITIES

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Design and/or edit Club flyers, menus, signs, table tents and other collateral to support Club marketing efforts.
- Compose and/or edit messaging on behalf of the Club, ensuring proper style, voice, spelling, and grammar.
- Photograph/video Club events, activities, gatherings, etc. as part of the ongoing Social Media content generation process and for use in Club publications.
- Utilize website CMS to update copy, photos and other content on Member website. Work with department heads to keep content current.
- Assist various Club departments in designing and developing marketing materials as requested.
- Manage daily administrative tasks to support the Club and Member Services department as requested.
- Keep current with Club offerings, amenities, and special events.
- Manage annual marketing budget.
- Produces bi-weekly employee newsletter.
- Manage and produce the calendar of events per season with departmental input for content.
- In conjunction with General Manager, creates and manages periodic member surveys.
- Coordinates and produces annual report.
- Coordinates distribution of audio-visual equipment and trains appointed team members in its proper use and care.
- Responsible for maintaining and enforcing the Club's graphics standards, logo and visual identity brand.
- Hires freelance photographers, proofreaders, and designers when necessary.
- Other duties as assigned.

EXPERIENCE, EDUCATION AND QUALIFICATIONS

- Minimum of three years of experience in a management position related to a private club or constituent management position. Bachelor's degree is a plus.
- 3+ years' experience in a marketing function.
- Proficient Microsoft Office skills (Word, Excel, PowerPoint, Visio, etc.)
- Proficient Adobe Creative Suite skills (InDesign, Illustrator, Photoshop, etc.)
- Proficient in Facebook/Instagram/YouTube for posting and managing content.
- Ability to work proficiently with web-based CRM and CMS tools.
- Possess strong writing skills.

ATTRIBUTES

- Passion for marketing and design.
- Possess and exhibit excellent human relation skills.
- Strong written and verbal communication skills.

- Strong attention to detail.
- Ability to work well under pressure and balance multiple priorities and assignments to meet deadlines.
- Self-starter: proactively identifies and acts upon opportunities for improvement.
- Ability to be resourceful and proactive when issues arise.
- Able to work independently and also in a team environment.
- Tactful and diplomatic interpersonal skills.
- Conscientious and dependable work ethic.
- Ability to follow through on tasks and meet deadlines in a timely fashion.
- Innovator – solve problems creatively with a “win-win” approach.
- Commitment to providing a high level of customer service.
- Ability to hire, direct, and train staff.
- Ability to work holidays and weekends as needed.

BENEFITS AND PERKS

All-inclusive benefit package offered.

- Medical
- Dental
- Vision
- Health Savings Plan
- Flexible Spending Account
- Life Insurance – long- and short-term disability
- Supplemental Insurances: Accident, Hospital Indemnity, Critical Illness
- Paid Time Off: Vacation & PTO Package; Designated Holiday Trade Days
- 401(k) Retirement Plan
- Discretionary bonus program
- Ski Passes & Golf Privileges
- Employee Meal Program
- Reward and Recognition Programs
- Discounts on retail
- Discounts at Courchevel Bistro
- Relocation package if applicable
- Education and Tuition Assistance Program

Please send cover letter and resume to: dkeele@taliskerclub.com. Please mark email: Membership Director.