



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 Director of Membership 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.

POSITION DESCRIPTION: Director of Membership

STATUS: Full Time/Year Round

FLSA: Exempt

REPORTS TO: General Manager

PURPOSE OF JOB

The Director of Membership is responsible for leading the development, implementation, and evaluation of Talisker Club's membership, as well as day-to-day management of the Talisker Club's member engagement. The Director works closely with the Executive Leadership Team to achieve the goals of Talisker Club membership while delivering and ensuring the highest level of service to the members.

ESSENTIAL FUNCTION AND RESPONSIBILITIES

Membership Responsibilities:

- Ensures that established procedures for processing members' applications are consistently followed.
- Have a keen oversight of all membership data, membership directory, application requirements, membership transfers, reporting, and ensure accurate membership records are kept.
- Reports on a timely basis approved new members to accounting to initiate proper administration of their memberships, ensures that applications are completed, and initiation fees are collected.
- Conducts orientation program for new members.
- Coordinates with real estate team to communicate with prospective members to arrange meetings, tours and sight visits (Discovery Program).

- Oversees the administration of Talisker Club Membership Plan. Provides updates to Membership Plan to keep members informed of changes.
- Responsible for correspondence with members regarding rules infractions.
- Responsible for transfer of club memberships on behalf of buyers and sellers.
- Responsible for maintaining confidentiality of all member information.
- Processes member resignations list.

Member Services Responsibilities

- Responsible for the direction and oversight for primary member facing departments. Managing the Director of Activities, Director of Spa & Fitness, Member Services Manager and Makerspace Manager to arrange programming for members on a wide range of topics.
- Oversees the club's concierge program.
- Effectively responds to member comments, inquiries, and complaints.
- Use ideas, feedback and suggestions to continuously improve the services provided to members.
- Be present during club operating hours and events to assist in meeting and greeting members and guests.
- Schedule regular meetings with Managers and Directors.
- Prepare or assist with annual budget preparation, track and monitor budgets and take corrective actions as necessary to help assure that budget goals are attained, report budget variances monthly.
- Facilitate communication with other departments for cross departmental efficiencies.
- Recruit and train key management positions and assess departmental staffing needs.
- Process performance evaluations per company-wide guidelines, identify growth opportunities for team members, coach, and counsel as necessary.

Communication Responsibilities:

- Coordinate and assist with planning, promoting, and generating enthusiasm and interest for the club's diverse social programs.
- Generate and update all social calendar communications, daily emails, General Manager communications, Board and Committee communications, member billing notices, and other communications as needed.
- Develop and maintain annual club satisfaction survey.
- Work closely with marketing to ensure that branding standards are maintained.
- Designs many of the communication pieces and or works closely with marketing for design assistance.
- Manage club software systems related to member communication (newsletters, website, reservation platforms, etc.)

Other Responsibilities:

- An active and participatory member of the Executive Leadership Team, (ELT).
- Manages Park City Community Foundation Committee.
- Member of the Employee Appreciation Committee.
- Other Duties as Assigned.

EXPERIENCE, EDUCATION AND QUALIFICATIONS

- Bachelor's Degree preferred but not required.
- Minimum of three years of experience in a management position related to a private club or constituent management position.
- Must be positive, able to work in small or large groups, possess strong communication and interpersonal skills.
- Strong problem-solving skills, anticipate needs, determine priorities and meet deadlines and follow through effectively.
- Exceptional organizational skills.
- Highly detail oriented: holds self and team to high standards with all details.
- Excellent time management abilities.
- Possess honesty and personal integrity.
- Proven ability to hire, direct, and train staff.
- Self-starter: proactively identifies and acts upon opportunities for improvement.
- Experience with database management.
- Must be proficient in the use of Microsoft Word, Excel, Outlook, and PowerPoint.
- Commitment to providing a high level of customer service.
- Demonstrates excellent written communication skills.
- Ability to multitask.
- 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