

DIRECTOR OF MEMBERSHIP AT 1000 NORTH IN CORAL GABLES, FLORIDA



The Director of Membership is responsible for overseeing the member experience and is the direct link between members and the restaurant. The Director will recruit new members through on and offsite events, exclusive invitations, strategic public relations, and community outreach. Manage concierge staff and ensure the highest-level quality of service is delivered to each member while increasing the value of membership and exceeding expectations. Create ongoing initiatives to retain the membership base including the development of regularly scheduled special private events. Develop member-focused communications to enhance their experience.

DUTIES AND RESPONSIBILITIES

- Initial and ongoing sale of memberships
- Nurture the relationship with the restaurant and its members
- Manage the membership software platform and all relevant information on the members, partners, investors, etc.
- Maintain member database with personal preferences for each
- Responsible for all aspects of the member directory including new members, current members, and departing members
- Manage membership financials including joining fees and annual dues
- Attract and maintain relationships of prospective members
- Schedule and conduct prospective member restaurant tours
- Onboard new members
- Create and maintain ongoing email campaigns, marketing member events, drafting and distributing newsletters, etc.
- Attend all member events and support member-sponsored functions in the community
- Develop 1000 NORTH sponsored events including but not limited to tournaments, concerts, sporting events, etc.
- Drive sales through exceptional, consistent service and genuine hospitality
- Research and develop new trends, educate the staff, and implement applicable trends as appropriate
- Responsible for hiring and staffing the membership and concierge departments
- Provide support and develop the team through ongoing guidance and training
- Coach, develop, and discipline departments according to action plans
- Promote teamwork and interact with employees in a fair and professional manner
- Observe and identify performance issues and correct them in a timely fashion; provide feedback immediately
- Be hands-on, involved in, and can perform Concierge duties if needed
- Hold staff accountable for cleanliness and organization including but not limited to all dining areas and service stations, all health code standards are being adhered to, and ensure all service standards are maintained
- Maintain knowledge and practice the company's mission and vision, policies and procedures, and employee handbook

- Conduct daily-pre-shift meetings to be used to motivate and educate the team
- Work alongside all departments: Accounting, Culinary, Human Resources, Events, Beverage
- Assure compliance with and uphold applicable policies and requirements of federal and labor laws
- Ensures that the Occupational Safety and Health Act, local health, and safety codes , as well as the company safety and security policies, are being adhered to
- Create and maintain a positive, safe, and healthy work environment
- Participate and communicate in conflict resolution

EXPERIENCE

- College Degree Preferred but will consider commensurate experience
- Three to seven years related managerial experience
- Proficiency in MS Office, Point of Sale Systems, Reservations System, Gift Card Terminals
- Sales experience preferred
- Bilingual and restaurant experience a plus



Questions or interested professionals should contact

apply@clubleadersgroup.com