

October 23, 2017

Membership Coordinator

Contact: Jenny Goguen, Membership Director

jenny@granitefallsclub.com

General Description:

Responsible for the implementation of membership sales and retention activities in line with the Granite Falls Swim and Athletic Club vision and mission. Reports to the Membership Director.

Duties and Responsibilities:

- Generate leads.
- Follow up on leads.
- Tour guests.
- Schedule sales appointments.
- Accurately complete all membership paperwork.
- Track and report on all sales activities including walk-in traffic, phone calls, email inquiries, etc.
- Respond to membership inquiries in a timely, professional, and service-oriented manner.
- Assist in the implementation of corporate sales strategy.
- Maintain the highest levels of customer satisfaction.
- Follow up with new and old members to ensure satisfaction and increase retention rate
- Use CSI Spectrum software to:
 - Log prospects and outreach activity
 - Enter membership agreements
- Perform other duties as required and assigned.
- Ability to work independently

Physical Requirements and Demands:

- Daily computer, phone, and desk work in a traditional office setting.
- Physical ability to navigate club facilities and stand for extended periods.
- Moderate lifting (office supplies, member files etc.).
- Ability to canvas neighborhoods by foot or car.
- **Weekend and evening work required.**

Education	<ul style="list-style-type: none"> • High School degree or equivalent required • Bachelors Degree preferred
Experience	2-3 years of experience in sales, marketing, event planning and networking
Degrees, Licensure, and/or Certification	Adult and Child CPR/AED, First Aid, and BBP Certifications required (can be obtained after hire)
Knowledge, Skills, and Abilities	<ul style="list-style-type: none"> • Sales and marketing principles • Customer service principles and standards • Proven ability to achieve sales quotas • Computer literacy including word processing, spreadsheets, and databases • Excellent written and oral communication skills