

Membership Director

Reports To: General Manager

Classification: Full-Time, Salaried, Exempt

About the Club

Established in 1923, Fox Chapel Golf Club is a traditional private, non-equity golf and country club with a family-centric culture located 15 minutes from downtown Pittsburgh on 140 acres in the beautiful suburbs of Fox Chapel. The historic Brandon Smith and Alden/Harlow Clubhouse is a registered architectural landmark. The Club recently completed a \$15 million renovation to bring its facilities up to the standards and needs of its modern membership. These improvements included enhancements to the golf course, an addition to the East Wing of the clubhouse and an expansion of the West Wing of the clubhouse. The Club's Seth Raynor 18-hole golf course was recently ranked among the Top 100 Best Classic Courses in 2021 by Golfweek Magazine. Additional club amenities include six Har Tru tennis courts, Skeet and Trap, a main swimming pool and baby pool, four paddle courts, golf shop, tennis shop, junior programs, summer camp, and a 5,000 sq.ft. fitness center. The 49,000 sq.ft. clubhouse features various dining outlets and options for special events. Annual gross revenues are \$12 million; total food and beverage sales are approximately \$2.8 million of which 50% is derived from private events. The Club has 1,236 members of which 650 are full-privileged. During the height of the season, there are 230 employees; 95 employees are year round.

Position Overview

The Membership Director plays a key role in the continued growth and vitality of the Club by cultivating relationships with current members and welcoming prospective members into our community. This position leads membership recruitment and retention efforts, manages the membership application process, and works closely with Club leadership and the Membership Committee to support the Club's strategic membership goals.

Job Tasks/Duties

Responsibilities

- Cultivate relationships with current members to identify and sponsor prospective new members.
- Host prospective member events and conduct tours for candidates and returning members.

- Manage the membership enrollment process and ensure all policies and procedures are followed.
- Serve as liaison to the Membership Committee and support committee meetings and initiatives.
- Prepare and distribute membership communications and materials for members, Board members and prospective members.
- Maintain accurate membership records and manage the Club's membership database (Jonas)
- Coordinate new member onboarding, including orientations and first-year engagement touchpoints.
- Create and maintain membership lists, reports and records of sponsored guests.
- Process membership applications and resignations.
- Ensure membership information in Club communications and on the website is accurate and current.
- Maintain a visible presence at Club events to build relationships with members and prospective members and support membership development.
- Collaborate with departments across the Club to support member experience and engagement.
- Contribute to strategies that support membership growth, diversity and inclusion.
- Stay informed on industry trends and best practices in private club membership and engagement.

Qualifications

- Bachelor's degree preferred; hospitality management or business-related discipline desirable.
- Strong communication, presentation, and interpersonal skills.
- Professional demeanor with a high-energy, outgoing personality.
- Working knowledge of club management systems (e.g., CRM, POS, or club software).
- Highly organized with strong attention to detail.
- Strong technical skills including Microsoft Word and Excel; database experience preferred.
- Ability to attend occasional evening or weekend events as needed.

Apply for This Position

The position is open immediately. Any interested candidate should submit a compelling cover letter and resume for consideration to BHiggins@foxchapelgolfclub.com and PBostwick@foxchapelgolfclub.com

Job Type: Full-time

Salary: Salary + Bonus (Commensurate with Experience)

Benefits

- Health, dental, and vision insurance
- Aflac coverage
- 401(k) and 401(k) company match
- Paid time off
- Employee and dependent scholarships
- Employee golf days