



Job Title: Member Experience & Communications Coordinator

Location: Rainier Golf & Country Club | Seattle, WA

Job Type: Full Time with Benefits

Help Shape the Member Experience

Rainier Golf & Country Club is seeking an energetic, creative, and service-minded Member Experience & Communications Coordinator to become one of the most visible and connected members of our team.

This is far more than an administrative position. It is a unique opportunity to combine hospitality, communications, marketing, graphic design, and member engagement into one rewarding career.

As one of the first people members and guests interact with, you help create a memorable experience for everyone. Whether through an email, phone call, event registration, website update, or a conversation in the clubhouse, you will help define the member experience and ensure every interaction reflects the professionalism and hospitality that Rainier Golf & Country Club is known for.

If you enjoy building relationships, telling stories through thoughtful communication, designing engaging marketing materials, and being involved in the energy of club life, we'd love to meet you.

What You'll Do

No two days are exactly alike. You'll serve as a communication hub for the Club while working closely with every department to ensure members remain informed, engaged, and connected.

Your responsibilities include:

Member Communications & Marketing

- Produce the Club's monthly newsletter (*The Fairway News*), including articles received from a team of member volunteers
- Design flyers, posters, digital graphics, and promotional materials for membership sales and events
- Create and distribute club-wide emails, including emails with regular cadence in addition to last-minute membership notifications
- Write engaging push notifications to be timed with email notices
- Assist with event marketing and promotional campaigns

- Help maintain a consistent visual identity and brand throughout all communications staying consistent with our recently updated branding guide. This includes monitoring for our branding requirements through any flyers or communications submitted to us with request for posting or publishing, not created internally.

Website & Digital Experience

- Maintain the Club website with fresh, accurate content working with the General Manager on making sure content is accurate.
- Update event registrations and online calendars including internal staffing calendars pending any changes that may take place to member portal calendars or last minute adjustments as directed by the General Manager
- Post Board and committee minutes monthly
- Ensure members always have access to current information

Member Experience

- Serve as a welcoming resource for members and guests
- Answer phones and respond to member emails
- Coordinate reservations for select club events and communicate number to appropriate department heads
- Assist with member feedback initiatives
- Build relationships that make members feel known and valued

Club Operations

- Coordinate office supply ordering and vendor support
- Manage mail distribution. Monitor personalized work email as well as general inbox email. Lead for accepting phone calls and distributing to appropriate department and monitoring general mailbox for voicemails
- Processing of member payments, ability to process credit cards to pay account balances and make change as needed
- Support membership administration including coordination with board of directors for items such as Zoom access for committee meetings, distribution of those links and setup of link immediately prior to a meeting
- Assist with special projects throughout the Club

Club Events

One of the most rewarding aspects of this position is becoming part of the Club's biggest moments.

You'll assist with major tournaments, social events, member celebrations, and other signature experiences, providing support across departments and helping create memorable experiences for our members and guests.

This role is intentionally visible and collaborative—you'll regularly interact with members, staff, committees, and leadership throughout the Club.

We're Looking For Someone Who...

- Loves hospitality and creating memorable experiences
- Is naturally organized and detail-oriented
- Has outstanding written communication skills
- Enjoys graphic design and visual storytelling
- Can balance creativity with organization
- Thrives in a fast-paced environment where priorities change
- Is comfortable interacting with members every day
- Takes initiative and enjoys finding ways to improve processes
- Works well independently while being a collaborative teammate

Preferred Skills

- Canva, Adobe Creative Suite, or similar graphic design experience
- Website content management experience
- Microsoft Office proficiency
- Photography and social media experience is a plus
- Experience in hospitality, private clubs, hotels, events, or customer service preferred

Why Rainier?

Rainier Golf & Country Club has proudly served generations of members since 1919. Our team believes exceptional hospitality is built through meaningful relationships, thoughtful communication, and attention to the smallest details.

As our Member Experience & Communications Coordinator, you'll become one of the Club's most connected team members—working alongside every department while helping shape the way our members experience the Club every single day.

If you're looking for a role where your creativity, organization, and people skills all come together to make a lasting impact, we'd love to hear from you.

Position Summary

The Member Experience & Communications Coordinator is a highly visible, member-facing position responsible for enhancing the overall member experience through exceptional communication, hospitality, marketing, and administrative support. Serving as a central connection point between members and departments, this role oversees member communications, digital content, website management, graphic design, event promotion, and front-line member service while supporting the daily operations of the Club.

The ideal candidate is equally comfortable welcoming a member at the front desk, designing a promotional flyer, publishing the monthly newsletter, updating the Club website, assisting with a major tournament, or collaborating with department leaders on communication strategies. Success in this position requires creativity, organization, professionalism, initiative, and a genuine passion for hospitality and relationship building.

Salary and Benefits:

- \$28-32/hour DOE, with holiday bonus, expected 35-40 hours per week
- Health, Dental, Vision, Long Term Disability, Life Insurances
- Simple IRA (with 3% match)
- Golf Privileges
- Paid Holidays, Vacation, Sick Time
- Continued Education opportunities as applicable

How to Apply:

Please submit your resume and a brief cover letter to jpitre@rainiERGOLFCC.com with the subject line "Member Experience & Communications Coordinator – [Your Name]."

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