

Director of Member Experience & Events

LOCATION	POSITION TYPE	REPORTS TO
Oconomowoc, Wisconsin	Full-Time · Exempt (Salaried)	General Manager

About Oconomowoc Lake Club

Oconomowoc Lake Club is one of Wisconsin’s premier private lakeside clubs, nestled on the shores of Oconomowoc Lake in the heart of the Lake Country region. A member-owned, not-for-profit organization, the Club maintains a select, close-knit membership — a community defined by the depth of connection members feel to this special place.

Club life at OLC is rich and varied: championship racquet sports (tennis and paddle), a vibrant member dining program, a thoughtfully curated bar program, and a full calendar of social events that bring the community together across the seasons. The Club also hosts private events and venue rentals year-round, with an elegant ballroom and formal dining room.

The Club operates at full capacity with a waitlist — a reflection of the loyalty our members feel and the standard they hold us to. We are now building the staff infrastructure to match and deepen that experience.

The Opportunity

This is a newly created role — and that is intentional. OLC has long delivered strong operations and a welcoming club environment. What we are building now is a dedicated, professional function focused entirely on the member experience: knowing our members by name, designing a social calendar that brings the community to life, and ensuring that every interaction with the Club leaves members feeling valued and connected.

As the Director of Member Experience & Events, you will be the face of OLC to its members. You will own the social events program from concept through execution, champion new member integration, build lasting relationships across the membership, and work closely with our Marketing & Communications Director and Food & Beverage team to deliver experiences that reflect the Club’s character.

This is a rare opportunity to build something meaningful at a club where the membership is deeply invested, leadership is supportive, and the platform is exceptional.

What You’ll Do

Member Events & Programming

- Own the annual member social events calendar — from early planning through on-site execution — including seasonal kickoffs, themed dinners, family events, holiday gatherings, and Club-wide traditions
- Manage all logistical elements of member events: venue setup, vendor coordination, catering liaison, budgeting, and post-event evaluation

- Develop new programming that deepens member engagement and reflects the evolving interests of the membership
- Collaborate with the Director of Food & Beverage and Executive Chef to deliver seamless dining and hospitality at member events

Member Relations & Onboarding

- Serve as a primary point of contact and relationship-builder for the full membership
- Design and lead the new member onboarding experience, ensuring every new family feels welcomed, oriented, and connected from day one
- Proactively recognize member milestones — anniversaries, birthdays, family arrivals — and create meaningful touchpoints throughout the year
- Maintain current knowledge of member preferences, interests, and history with the Club to personalize the experience
- Gather and track member feedback, identify trends, and bring actionable insights to club leadership

Communications & Collaboration

- Partner with the Marketing & Communications Director on the member communications calendar, event announcements, and Club newsletters
- Collaborate across departments — F&B, facilities, tennis, and private events — to deliver cohesive, high-quality member experiences
- Serve as an internal advocate for the member perspective, raising ideas and concerns through appropriate channels

What We're Looking For

Required

- 3 or more years of experience in hospitality, event management, member/guest relations, or a closely related field
- Genuine warmth and an outgoing, people-first personality — you build rapport naturally and remember the details that matter to people
- Strong organizational skills with the ability to manage multiple events and relationships simultaneously without losing attention to detail
- Excellent written and verbal communication skills
- A proactive, self-directed work style — you identify what needs to happen and make it happen without waiting to be asked
- Availability and enthusiasm for evening and weekend events as the social calendar requires

Preferred

- Experience in a private club, resort, or similarly membership-oriented environment
- Familiarity with the Club Management Association of America (CMAA) and the private club industry
- Experience with event planning software, CRM tools, or club management platforms
- A bachelor's degree in hospitality management, communications, event management, or a related field

Compensation & Benefits

Salary

\$62,000 – \$78,000 annually, commensurate with experience. Candidates with direct private club or luxury hospitality experience may be considered at the upper end of this range. This is a full-time, exempt (salaried) position.

Benefits

OLC offers a comprehensive benefits package that includes:

- Health Coverage
- 401K with employer contribution
- Paid time off and certain holidays
- A collegial, member-focused culture and a leadership team invested in your success

Year-Round Commitment

This is a year-round, full-time salaried position. While the Club's member-season peak runs Memorial Day through Labor Day, the Director of Member Experience & Events is active across all seasons — planning the fall and winter social calendar, nurturing member relationships during the off-season, and preparing the programming infrastructure for the summer ahead. Evening and weekend availability is expected during event periods and certain holidays.

How to Apply

We welcome applications from candidates who are passionate about hospitality, energized by building community, and ready to bring genuine care and professionalism to one of Wisconsin's finest private club environments.

To apply, please submit:

- A current resume
- A brief cover letter describing your experience in member or guest relations and what draws you to this role
- Please email your resume to julie@clubolc.com

Oconomowoc Lake Club is an equal opportunity employer. We are committed to creating an inclusive environment for all employees.