

Saturn Club Director of Membership and Engagement Job Description

Position Summary

The Director of Membership & Engagement is responsible for cultivating a vibrant, connected, and engaged membership community at The Saturn Club. This position leads the Club's membership development, new member onboarding, retention, engagement, marketing and relationship-building efforts while serving as a highly visible ambassador of the Club.

The Director will develop meaningful relationships with prospective, new, and existing members and create intentional opportunities for members to connect with one another and with the Club. The successful candidate will combine strong relationship-building skills with creativity, organization, hospitality, and an understanding of the traditions and personal service that distinguish the private club experience.

Working closely with the General Manager and Club leadership, the Director will help ensure that The Saturn Club continues to attract individuals who enhance the Club community while creating an experience that encourages members to participate, connect, and remain actively engaged throughout their membership.

Membership Development

- Serve as the primary point of contact for prospective members throughout the membership inquiry and application process.
- Build relationships with prospective members and communicate the Club's culture, amenities, programming, traditions, and membership experience.
- Develop and execute strategies to attract prospective members who complement the Club's community and long-term vision.
- Maintain an active pipeline of prospective members and provide consistent, personalized follow-up.
- Conduct Club tours and coordinate prospective member visits and experiences.
- Adhere to the Club's bylaws and constitution while guiding candidates and their sponsors through the Club's membership process.
- Develop relationships within the greater Buffalo community that create awareness of The Saturn Club and generate appropriate membership prospects.
- Track membership inquiries, applications, admissions, resignations, and other key membership metrics.
- Prepare regular membership reports and provide recommendations regarding membership trends and opportunities.

New Member Onboarding

- Design and oversee a thoughtful onboarding experience from acceptance through the member's first year.
- Personally welcome new members and help introduce them to the people, traditions, amenities, and opportunities that define Club life.

- Coordinate new member orientations, receptions, introductions, and other onboarding activities.
- Identify individual member interests and proactively connect new members with relevant programs, committees, activities, and fellow members.
- Maintain regular contact with new members during their first year to encourage participation and identify opportunities to strengthen their connection to the Club.
- Partner with department leaders to ensure new members understand and experience the full breadth of the Club.

Member Engagement and Retention

- Develop strategies that increase member participation, connection, and overall satisfaction.
- Build meaningful relationships with members and maintain a visible presence throughout the Club. Attend key Club events and programs to welcome members, facilitate introductions, and strengthen relationships.
- Regularly review member utilization and engagement to identify members who may benefit from additional outreach.
- Create proactive touchpoints for members at important stages of their membership journey.
- Work collaboratively with Club leadership to identify emerging member needs, interests, and opportunities.
- Assist with member surveys, focus groups, and other feedback initiatives.
- Monitor membership trends and recommend strategies that support long-term retention.
- Conduct appropriate outreach to members considering leave of absence or resignation to better understand their experience and identify opportunities for retention when appropriate.

Communications

- Staff liaison for the Membership Committee and Marketing Committee. Attend all Planet (club newsletter) meetings. Review all Entertainment Committee minutes for accurate event information.
- Maintain Club social platforms; Website, Instagram, LinkedIn, and member portal
- Develop ads for digital displays, emails, and newsletter content.
- Work with other senior leadership and membership to ensure details of events and advertising of events are correct.
- Develop and maintain brand standards throughout various club communications.
- Create and maintain accurate membership materials, perspective member information, onboarding resources and related content.

Membership Administration

- Maintain accurate and confidential membership and prospective member records.
- Coordinate membership applications and supporting materials for review and approval.
- Ensure membership processes are completed professionally, accurately, and in accordance with Club bylaws and policies.
- Prepare membership information and reports for the General Manager, Membership Committee, and Faculty as requested.
- Assist with annual membership planning, budgeting, forecasting, and goal setting.

- Maintain appropriate confidentiality regarding member, candidate, and Club information.

Leadership & Collaboration

The Director of Membership & Engagement is expected to operate as a collaborative member of the Club's leadership team. The position works closely with the General Manager and department leaders to ensure membership efforts are integrated throughout the organization. The Director should be a visible presence at the Club and develop strong working relationships with members, staff, committees, and Club leadership.

Qualifications

- Bachelor's degree in hospitality, communications, marketing, business or related field preferred.
- Previous experience in private clubs, luxury hospitality, membership organizations, development, relationship management, or a similar environment preferred.
- Exceptional interpersonal and relationship-building skills.
- Strong written and verbal communication skills.
- Highly organized with the ability to manage multiple relationships, projects, and priorities simultaneously.
- Professional, polished, approachable, and comfortable interacting with a wide range of personalities.
- Ability to exercise discretion and maintain confidentiality.
- Strong understanding of hospitality and personalized service.
- Comfortable using membership databases, CRM systems, email platforms, and standard business technology.
- Ability and willingness to work occasional evenings and weekends based on Club events and member activity.

Ideal Candidate

The ideal Director of Membership & Engagement is a connector—someone who naturally remembers names, interests, relationships, and details and uses that knowledge to bring people together.

They understand that successful membership development is not simply about adding members. It is about identifying individuals who will contribute to the Club community, welcoming them thoughtfully, helping them establish meaningful connections, and continually demonstrating the value of belonging.

This individual should be equally comfortable welcoming a prospective member for their first Club tour, introducing a new member at an event, reconnecting with a longtime member who has become less active, and discussing membership trends with Club leadership.

The Director of Membership & Engagement plays an important role in carrying that legacy forward—honoring the traditions that make The Saturn Club distinctive while continually finding new ways to strengthen the member experience and build the Club community for the future.

Compensation & Benefits

- Base salary commensurate with experience and qualifications.
- Performance-based incentive opportunity tied to membership recruitment goals.
- Health insurance, 401K, Paid Time Off, and Professional Development Support
- Flexible Scheduling

Interested candidates should send their resume and cover letter via email to General Manager, Rachel Black, CCM at rachelb@saturnclub.org