**ASSOCIATE MEMBER EXPERIENCE MANAGER**

**Job Summary:** Part-time position (20-25 hours based on the season), responsible for creating high-quality member-experiences at Lochland Country Club. This role ensures that each event produces high-quality, high-satisfaction events for members. Details are executed seamlessly with Lochland team, with details carefully thought through down to dishes to use for food presentation. Works with the Membership Manager to identify demographics and niches within the membership, and offer opportunities to reach all members. Responsible for communication pieces in clubhouse and pool, and ensures clarity, accuracy, and effectiveness in promoting food and bev, and upcoming member events. Works closely with Marketing Manager to ensure brand consistency and design execution. Tracks industry trends, and incorporates new ideas to increase excitement and satisfaction with the club.

**Payrate:** $11 per hour

**Marketing**

* Ensures accuracy of clubhouse materials, and ensures fulfillment. (Table toppers, menus, reservations cards)
* Executes weekly materials, such as golf league menu communication pieces, weekly dinner specials, updating lobby screens, table toppers of upcoming events. Works with staff to obtain information for promotion. Organizes relevant information for future use.
* Proposes ideas to help sell and upsell banquet space, including new investments for amenities for Lochland events, and rental for private events.

**Events**

* Contributes ideas, costs, and revenue for annual budgets. Adheres and adjusts throughout the year to ensure accuracy.
* Presents ideas and solutions for high-quality execution of details. Plans décor, activities, and agendas for member-focused non-golf events.
* Use Northstar to create events and BEOs. Distribute BEOs (and communicate updates) to management staff (banquet, service, clubhouse, kitchen, golf, etc) as needed. Provide direction to Banquet Manager, Kitchen Manager, Membership Manager, Service Manager, Clubhouse Manager.
* Coordinates day-of setup in advance with team
* Primarily responsible for event setup day of with assistance from Membership Manager, main point of contact day-of for needs and solutions. Takes photos as needed.
* Tracks performance including revenue, costs, member involvement, including headcounts, demographics, and ideas for future events.

**Employee Relations**

* Gather employee bios and create annual employee highlight to distribute to members
* Manage the employee newsletter with the goal of producing for staff at least 4 times per year
* Communicate new employees to existing employees. Ensure onboarding procedure with existing staff.