

JOB DESCRIPTION

Title: Membership Sales

Date: November 2021

Department: Operations

Reports to: Director of Memberships/Director of Operations

NATURE OF THE JOB

- **Basic Purpose & Objective of the Position:** Dynamic individual needed for active sales of annual Membership Program. Position requires high level of Guest engagement with a dedication membership sales, onsite conversion and concierge service.

➤ **Principal Accountabilities:**

% of

Total:

Duties & Responsibilities:

Membership Sales

- Understand all current and past membership products
- Understand and able to implement a variety of sales strategies
- 90% • Provide accurate and current information to future and existing members.
- Actively and consistently engage Guests throughout the property to promote memberships.
- Work within a team to meet monthly, quarterly, and annual sales goals.

PROJECTS

- 10% • Work on any additional projects that may be assigned.

100%

➤ **Knowledge & Skills:**

Education Level: High School Diploma preferred

Field of Study/Area of Experience: Sales, admissions, or product promotion.

Other Training/Technical Skills/Knowledge:

- Some experience with operations or scheduling in general
- Strong knowledge of Windows and Microsoft Word, Publisher, Excel, Power point, and Outlook.
- Strong written and verbal communication skills.
- Fluent in a second language (preferred)

➤ **Abilities & Behaviors:**

- Proactive, motivated, and driven
- Charismatic, friendly, and enjoys talking to Guests
- Excellent interpersonal skills
- Quick to learn and able to manage high volume and stressful situations
- Good public speaking skills
- Able to work independently with little oversight
- Able to work well and excel in a team environment
- Strong attention to detail

SCOPE OF THE JOB

➤ **Discretion/Latitude:**

Receives specific sales goals and strategies from Membership Director or Director of Operations. Able to provide recommendations and insight through observed trends and experiences.

➤ **Interactions:**

Daily interactions with internal staff

Constant and daily interaction with the general public

➤ ***Business/Work Environment:**

Dynamic environment. Can range from high stress and fast paced during peak season to low/moderate pace during slow season.

Position resides at Orange County Campus

➤ ***Challenges:**

Products and promotions often change with little notice; person should be able to adjust quickly to change and move positively forward.

➤ **Physical Demands & Environmental/Working Conditions:**

Spends 90% of the role standing or walking.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.