



The Club at New Seabury – Mashpee, Massachusetts

Member Services Associate

The Club at New Seabury is located in the New Seabury community in Cape Cod, and overlooks the Nantucket Sound. Privately owned and situated on 2,000 acres, the Club offers 36-holes of golf on its Ocean and Dunes courses, a 42,000 square-foot clubhouse, a beach pavilion with snack bar, waterfront Popponessett Inn with restaurant and tented event space, Beach Bar and Lounge, private beach access, active social and junior programming and 26 keys for lodging. The Club does allow the public to dine in its facilities and to book events, however, there are areas and amenities of the Club that are reserved for members only. The Club looks forward to starting construction of a new 9,000 square foot fitness and pool center in the near future.

The Member Services Associate is a new position and will report to the General Manager. He/she will serve as a key Ambassador to the Club and be responsible for building and maintaining effective relationships with the membership to understand their needs and align them with the Club's offerings. This position has been created to add value to the member experience by dedicating a staff member to assist members with their personal club needs; he/she will promote and recommend club programming and activities to members based on their preferences and interests.

The Member Services Associate will develop ongoing dialogue and rapport with members through personal interaction and club communication channels and address and resolve requests and inquiries tactfully and in a timely manner. When appropriate, issues will be escalated to the General Manager for necessary action.

As a member advocate, the Member Services Associate must understand the Club's culture and standards of quality to anticipate and respond to member inquiries and requests with the appropriate responses and solutions. He/she will work to maximize member satisfaction by collaborating cross-functionally with all departments to fulfill member requests, resolve issues and relay member feedback and suggestions.

Candidates should be well-polished, enthusiastic and highly focused on delivering superior service levels and private club experience to members and guests. This position requires excellent problem resolution skills along with outstanding communication, follow-up and active listening skills; a professional presence with the ability to handle multiple duties and potentially stressful situations in a calm, professional manner.

Ideal candidates will have a college degree in hospitality management or business administration. A minimum of 3 years of experience in member services and/or concierge service in the hospitality, private club and/or golf industries is preferred. Quality food and beverage experience is highly desired.

Candidates must be able to work flexible hours as required including nights and weekends.

Compensation: The Club will offer a competitive compensation plan, along with standard benefits.

Interested and qualified candidates should complete the online candidate profile form and submit a compelling cover letter and resume for consideration at <http://denehyctp.com/submissions/>. If you have any questions or to recommend a candidate, please contact Barbara McAuliffe, senior consultant, at 203.319.8228 or by email barbara@denehyctp.com.



301 Kings Highway East – Suite 300
Fairfield, CT 06824
203.319.8228

3465 North Pines Way
Wilson, WY 93014
307.690.7931

2355 Westwood Blvd., #274
Los Angeles, CA 90064
310.409.8957