



The Club at New Seabury – Mashpee, Massachusetts

Communications Director

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 Communications Director is a new position and will report to the Vice President of Operations and be responsible for member relations and communications. He/she is responsible for promoting programs and activities to the membership as a whole and to individual members to enhance the value of membership through a personalized member experience. This will be achieved both through personal interaction with members as well as via Club communications (print and electronic), the Club's website, and social media channels.

As a member advocate, the Communications Director 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. This position has been created to add value to the member experience by dedicating a staff member to develop ongoing dialogue and rapport and relay feedback, suggestions, and issues to the appropriate department heads to continuously improve member satisfaction. When appropriate, issues will be escalated to the General Manager for necessary action.

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 and/or communications. 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. Proficiency in web-based tools, social media content development, and Microsoft office 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.



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