

Membership Manager

Job Summary

Location: Oklahoma City, OK 73129
Job Type: Full Time Employee
Years of Experience: 2 to 5 Years
Education Level: Bachelor's Degree
Career Level: Manager (Manager/Supervisor)

About The Job

The Oklahoma City Boathouse Foundation has quickly become a local, regional and national leader in the sports of rowing, kayaking and multi-sport fitness. We are seeking a Membership Manager. This position will provide the primary leadership for all customer service, membership, fitness and retail initiatives. The Membership Manager will champion all efforts to make the OKC Riversport experience exceptional for everyone and will work cross-functionally with the Foundation's Operations, Marketing and Development staffs to insure success. In addition, the Membership Manager will lead the development, training and execution for all of the Foundation's customer service initiatives.

Reporting: The Membership Manager will report to the Foundation's Director of Operations and will be a working member of the Operations Management Team and the Foundation's Leadership Team.

Essential Functions/ Key Responsibilities: The Membership Manager's key responsibilities and duties will include:

Membership

- Lead the new member sales and retention programs.
- Develop and maintain information on all memberships, recruitment and retention.
- Maintain membership accounts with accurate contact and billing information.
- Work collaboratively to insure good communication with all current and potential members.
- Lead efforts to engage members through community and special events.
- Assist with appropriate staff with rowing, kayaking, fitness, and development and special events.
- Perform and complete other Membership duties and tasks as necessary.

Customer Service

- Serve as first point of contact for members, visitors and guests.
- Develop, train and lead all Foundation customer service programs.
- Manage and train the process for boathouse tours for groups, visitors and guests.
- Address member concerns, suggestions and questions.
- Perform and complete other Customer Service duties and task as necessary.

Operations

- Recruit, hire, train and manage all Foundation front desk staff insuring proper scheduling.
- Manage process and maintain the Foundation's EZ Facility software and database.
- Work with Finance Manager to insure EZ Facility works in conjunction with all programs, events and financial reporting.
- Produce monthly reports, tracking participation and retention of programs and membership.
- Oversee membership collateral, including handbooks, waivers, invoices, marketing material, etc.

- Oversee invoicing and collections for membership, programs, classes, camps and special events.
- Oversee boathouse communication, including e-mail, TV monitors, signage and public boards.
- Manage phone system, messages and mail.
- Insure fitness, front desk and retail area organization and cleanliness.
- Perform and complete other Operations duties and task as necessary.

Programs

- Coordinate Fitness programming including bike rentals, kayak rentals, and fitness classes.
- Oversee maintenance of all fitness center equipment insuring optimum working condition.
- Assist with volunteer and special event initiatives.
- Perform and complete other duties and task as necessary.

Retail

- Manage sales, merchandising and inventory of retail goods.
- Manage staff apparel inventory, ordering and distribution.
- Perform and complete other Retail duties and task as necessary.

Qualifications:

This position requires strong customer service, organizational, management and leadership skills. An understanding of retail merchandising and finance, CRM, sales and marketing are also important. Strong oral and written communication skills, a can-do, proactive approach to business and a passion for sports in Oklahoma City a plus. A bachelor's degree with 2-5 years of successful customer service management required.

Please send resume and cover letter to jwehde@okcbf.org

The Oklahoma City Boathouse Foundation is an Equal Opportunity Employer