

# PITTSBURGH FIELD CLUB

## Membership and Communications Administrator

Reports to: Controller & AGM

### Education and/or Experience

- Undergraduate degree preferred but not required.
- Website content management experience preferred.
- Two years of customer service experience preferred.

### Job Knowledge, Core Competencies and Expectations

- Detail oriented, organized, self-starter, great communicator.
- Ability to establish and maintain effective relationships with supervisory/administrative staff, employees, guests and the membership.
- Proficient in the Microsoft office suite, strong emphasis on excel and word, club software knowledge

### Job Tasks/Duties Maintains the club's database (membership register) of members' files.

- Develops and ensures that established procedures for processing prospective members' applications are consistently followed.
- Plans and implements strategies to meet club membership goals.
- Processes all requests for transfers of membership.
- Conducts orientation program for new members.
- Maintains online member directory.
- Processes member resignations; develops reports and undertakes special projects as applicable if membership retention problems arise.
- Maintains a file of club history information.
- Reports approved new members to the Controller to initiate proper administration of their memberships; ensures that applications are completely and properly filled out, that initiation fees are collected and that new members understand the privileges and costs of becoming a member.
- Provides notices and agenda for and invites and maintains minutes of the club's membership committee.
- Manages suspension list and handles communication with dissatisfied members.
- Maintains all waiting lists for club and golf memberships.
- Responsible for maintaining confidentiality of all member information.
- Maintains and updates the club's website
- Additional tasks as assigned by department heads

### Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.
- Must be able to handle hot and cold interior and outdoor conditions.

### Benefits

- Health insurance, 401K, PTO, sick time, and more

### Salary

- Hourly 25-28, commensurate with experience