



Orchid Island Golf and Beach Club

Director of Membership

Orchid Island Golf & Beach Club is a private member-owned Club, recognized as a Distinguished Club™ and designated as a Platinum Club of America. Located in the Town of Orchid, Florida, just north of Vero Beach, this community is beautifully situated on 600 acres from the ocean to the river. Orchid Island Golf & Beach Club offers the best of life in Vero Beach—three spectacular dining venues, over a mile of private beach, tennis and pickleball courts, a fitness center, spa, and an outstanding Arnold Palmer designed golf course.

Orchid Island Golf & Beach Club has a year-round position available for the **Director of Membership**. The incoming Director will lead Orchid's Membership program providing exceptional service and experiences for our Members, while conducting themselves in a professional & friendly manner.

Orchid Island At-a-Glance

Approximately 400 memberships with 375 families living in the community
Average age of members: 68
POS software: Jonas
Club Essential & Pacesetter

Orchid Island Golf and Beach Club Director of Membership Overview

The Director of Membership is a senior leadership role responsible for driving membership, enhancing retention, and promoting Orchid Island Golf & Beach Club's reputation as a private Distinguished Club™ and designated as a Platinum Club of America. This position requires a dynamic individual with a passion for hospitality, a strategic mindset, and exceptional relationship building skills, who is adept at leading membership initiatives, fostering Club engagement, and aligning membership strategies with the Club's legacy of excellence. Additionally, the Director of Membership will demonstrate the following:

- Provide exceptional service to Members of 5-star Platinum Club.
- Plan and implement strategies to meet Club membership goals.
- Serve as a member of the Membership Committee working closely with chairperson to meet committee goals. Provide notices, draft agenda, reports and minutes of Membership Committee meetings.
- Maintain an in-depth understanding of the Club's bylaws, rules and regulations, and easily articulate to Members when questions or issues arise.
- Effectively respond to Member comments in accordance with Club standards, policies and rules; implement ideas, feedback and suggestions to continuously improve the services provided to Members.
- Develop and adhere to a departmental budget; after approval, monitor and take corrective action as necessary to help ensure that budget goals are attained.
- Facilitate and coordinate interviews for prospective members.
- Process applications for membership and assist prospective members through the process. Ensure that established procedures for practicing due diligence are consistently followed throughout the process.
- Conduct tours for prospective Members; conduct orientation program for new Members and ensure that onboarding process is implemented.
- Maintains confidentiality of all Member information.
- Maintain all membership reports, files, Club database, and waiting lists.



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- Oversee Club website and app; develop and maintain applications on Club app; assist Members with using Club app.
- Collaborate with Department Heads to meet the needs of Member events and activities.
- Meet weekly with General Manager to develop, review, and monitor strategies and plans.
- Ensure all Member guests register at the office and provide guests with temporary pass/account number for use during stay.
- Assist marketing committee and collaborate with real estate office to meet the strategic goals for potential future memberships.
- Collect Annual Member Proxies or any other membership voting and tally results.
- Oversee the production of the annual Club Directory to be distributed to Members and ensure photos of Members are stored electronically.
- Coordinate all Club public relations efforts: *Overlook* newsletters, news & media events, Club calendar, use of social media and promotional materials. Edit and approve Club print and digital communications.
- Coordinate development of social activities and social calendar for the Club.
- Coordinate and facilitate social events. Ensure photographs are taken of Members.
- Conduct biennial Club survey and tally results.
- Provide an annual Club comparison as related to dues and initiation fees.
- Recruit, train, supervise, schedule, evaluate and oversee productivity of staff.

Education and/or Experience

The ideal candidate should be an engaging, welcoming, and energetic professional with the following criteria:

- Bachelor's degree from an accredited institution in business, marketing, hospitality, or related field, preferred.
- Five years' progressive experience in a private member-owned country club, preferred, or in a high-level hospitality organization; or an equivalent combination of education and experience.
- Three years' supervisory leadership experience.

Job Knowledge, Core Competencies and Expectations

A successful candidate should possess the following attributes:

- Excellent communications (verbal, written, and grammatical) skills.
- Guide the day-to-day operations of the office in a business-like, positive, professional and ethical manner.
- Seek to improve self in knowledge and skills.
- Ability to maintain good working relationship with employees, members, vendors and all clients.
- Effective use of time and efficient multi-tasker; flexible in work habits and work schedule.
- Demonstrated record of good work attendance and reliability.
- Must be highly organized and detail orientated.
- Must be creative, decisive and analytical.
- Microsoft Office Suite experience.

Working Conditions and Physical Requirements

Working conditions are normal for an office 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. Work may require occasional evenings or holidays.



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Salary and Benefits

Salary is commensurate with qualifications and experience. We offer an excellent benefit package that includes medical, dental, vision, 401(k), life insurance, disability insurance, complimentary lunches, and paid time off. This is a full-time, year-round, on-site position.

How to Apply

Interested applicants should prepare a resume and cover letter. Cover letters should be addressed to the General Manager, Mr. Rob Tench, and should articulate your interest in this role and how your experience and background align with this position at Orchid Island.

Forward resume and cover letter to:

Lori Pereira, PHR

Director of Human Resources

Orchid Island Golf & Beach Club

LPereira@orchidislandclub.com