



Director of Member Relations

Wildcat Run Golf & Country Club

Established in 1985, Wildcat Run is a gated community of only 450 homes featuring exceptionally large, private lots and beautiful landscaping. Located between Naples and Fort Myers in beautiful Southwest Florida. Newly renovated, 18-hole Arnold Palmer signature golf course in the heart of Estero. Members enjoy dining experiences in our Clubhouse or Grill Room. Wildcat Run membership enjoys new state-of-the-art practice facilities, fitness center, 2 bocce courts, 4 Har-Tru tennis courts and 4 brand new pickleball courts.

About The Position

The Director of Member Relations will produce and/or coordinate the development of vibrant, compelling department that will facilitate the satisfaction of the membership community, and to enhance overall member experience. This objective will involve working closely with all departments to produce communications that are consistently branded, high-quality, accurate, attractive, and timely to the membership. The position will be responsible for all membership transactions and maintain membership database / files.

Essential Responsibilities

- Serve as website administrator, with overall responsibility for the website. Ensure the website content is timely, comprehensive, accurate, appropriate and attractive. Continually seek ways to improve member website and app to enhance member experience.
- Responsible for a company's communication strategy and online presence by creating and managing content utilizing website, social media, and other communications with the goal of keeping members engaged and informed. Regularly updates all social media pages.
- Responsible for updating and maintaining information on the website related to committees such as meeting minutes, meeting schedules, agendas, committee rosters and other.
- Responsible for maintaining and updating both public and private websites for the Wildcat real estate and rental listings.
- Attends various Club events to take photos for communications, publication, and for member distribution. Some events will occur outside normal business hours.
- Maintain the club's membership database in Jonas by processing new memberships and updating records as necessary.
- Maintains an active knowledge of the Club's By-laws and Rules & Regulations. Ensures that established procedures for members are consistently followed.
- Act as the first line of communication by phone and in person to the Membership.
- Assist with the development and facilitation of the annual membership calendar.
- Act as the primary staff liaison with the Membership and Marketing Committee, Real Estate Brokers and Members to help provide opportunities for new members, lessees and guests of the community.

- Assists in the development of the annual marketing and membership budget and adheres to it after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained.
- Assists with special projects as requested.

Education / Experience

- Bachelor's degree in business, marketing, or related field is preferred.
- 3 +years of related experience.
- Private Country Club Experience Preferred.
- Must be computer proficient. Knowledge of windows-based programs.
- Experience using ForeTees. Jonas, Canva is desirable.

Additional Skills

- Must be a team player.
- A strong understanding of digital and social media platforms.
- Self-starter, multi-task oriented, flexible and open to change as needed.
- Candidate must have excellent interpersonal and customer service skills.
- Strong oral and written communication skills.

Compensation

- Wildcat Run offers an attractive compensation package to include a base salary and annual performance bonus.
- Professional Development allowance
- Medical, Dental, Vision
- Simple IRA with Employer Match
- Life Insurance, AD&D, Short-Term Disability and Long-Term Disability
- Golf and Fitness Center privileges

Apply

Please include a cover letter that clearly states your skills that will align with the job highlights. Also include professional resume along with compensation history:

Robert J. DiBiase, CCM, CAM, General Manager
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