

ABOUT TERMINAL CITY CLUB

Terminal City Club is Vancouver's premier private members Club. As a 'Platinum Club of the World' and one of Boardroom Magazine's Distinguished Clubs with Iconic status, we create a welcoming atmosphere for our members and guests as well as opportunities to forge new business connections, host clients, entertain friends, keep fit and relax.

Our team of hospitality professionals take care of our members and in turn, we take care of our team. TCC offers competitive wages, extended benefits, pension, a Club Fund bonus, staff events, development opportunities, hot meals daily, easy access to transit and more! If this sounds like a place you would like to be a part of, this opportunity may be for you.

ABOUT THE POSITION

The Club Relationship Manager is responsible for prospecting and securing new members for the Club, while retaining and strengthening engagement with our existing members. As the "face" of the Club, there will be a focus on networking and being active in the business community. The Club Relationship Manager also provides social media support (with a focus on community engagement and relationship-building) to the marketing team.

Membership Sales

- Engage in networking within the Vancouver business community and existing membership to generate new leads
- Uncover new membership opportunities with the goal of meeting or exceeding targets through proactive selling
- Respond to new membership inquiries in a prompt and friendly manner and follow-up with prospective members
- Book and conduct site tours for prospective members
- Prepare and manage new member paperwork for the monthly application deadline
- Work with the Director of Membership and Membership Administrator to complete and submit the monthly Membership Report to the Board
- Assist with new member onboarding as needed and stewardship of existing members
- Maintain an up-to-date client file, database, and tracking system (SalesForce and Jonas)
- Follow-up and engage with members on Moratorium to encourage reinstatement

Marketing and Community Engagement

- Collaborate with the Membership & Marketing team to develop effective social media strategies for prospecting and increasing member engagement.
- Work with the Marketing Coordinator to maintain social media accounts (Instagram, Facebook, LinkedIn): with a particular focus on engagement, e.g. responding to comments

REQUIRED SKILLS & EXPERIENCE

- Minimum three years' experience in a similar role or post-secondary education in marketing or sales
- Established relationships within the business community and knowledge of the corporate marketplace is an asset
- Must be positive, friendly, and passionate about the Club and able to foster relationships with members
- Exceptional written and verbal communication skills required
- Must be self-motivated and driven to exceed goals
- Possess strong negotiating and decision-making skills
- Flexible to work evenings and weekends based on business needs

HOW TO APPLY

If this sounds like you, please submit your cover letter and resume to: Amanda Jun at hr@tcclub.com

We thank all applicants for their interest; those being considered will be contacted.