



Membership Coordinator (Sales & Service)

Samena Swim & Recreation Club

Bellevue, WA

Who We Are

Samena Club, located in east Bellevue, has been providing family fitness and fun since 1958! With over 6,000 members and more than 120,000 visits annually, we offer swim lessons, preschool, before- and after-school care, summer camps, fitness classes, and personal training. Set amongst 8.5 acres along the Lake Hills Greenbelt, our facility features 3 swimming pools, fitness center, 3 multi-purpose rooms, playground, and tennis courts.

Job Summary

The Membership Coordinator will increase revenues and membership by providing an enthusiastic level of service for prospective and current members and guests. They will need to understand what brings a prospective member to Samena, and be able to match our programs to an individual's needs and goals. (PLEASE NOTE: This is not an events-management job, this is primarily a membership acquisition and retention job.)

The ideal candidate will have experience in sales. Other handy experience includes having worked in a membership-based organization, creating and implementing promotional campaigns, training and mentoring others and handling questions, problems and requests in a proactive and positive manner. They will be a relationship-builder, flexible, level-headed and enthusiastic, and willing to do what it takes to best serve our members and the community.

This full-time position requires a flexible schedule, as community and Club events are often in the evening and on weekends. The position is scheduled for Tuesday-Saturday, with at least two weeknights extending until 7:00.

www.samena.com

Responsibilities and Duties

- Provide a timely and professional response to member inquiries, questions and complaints.
- Retain members and increase their engagement by promoting new and existing Club programs.
- Recruit new members through attendance at community events, networking, responding to personal referrals and reaching out to non-member Club users.
- Conduct prospective member tours oneself and serve as lead mentor and sales/service trainer for other staff.
- Participate with staff leadership to dream up the ideas and handle the details for community-facing events, including scheduling, budgeting, staffing and internal/external communications.
- Maintain accurate records and reports using Spectrum/CSI, Excel and Word, and ensure all registration procedures are followed.

- Serve as initial point of contact for all Club program information and registration.
- Serve as Manager-on-Duty as needed.

Required Skills and Key Attributes

- Demonstrated ability to tour and close prospective members.
- Excellent communication, prioritization and organizational skills.
- Comfortable and proficient with technology and computers.
- Responsible and dependable team player with the ability to work independently.
- Flexible multi-tasker who will take initiative and ownership of their realm.
- Ability to provide friendly, helpful service to members and guests while maintaining a professional, friendly and polite appearance at all times.
- Knowledge of local community, with established connections preferred.
- CPR/First Aid certification, or ability/willingness to become certified.

Preferred Qualifications

- B.A. or B.S. in recreation, fitness, business management, marketing or related field.
- Two years' experience in sales, marketing or management.
- Knowledge of the membership sales process, cross-selling and up-selling to members.

Compensation Package

Salary: \$22.00-\$28.00 depending on experience, solid benefits package (including paid time off, employer-paid health, dental and vision and a 401k with a generous matching policy), plus free family membership to the Club.

To Apply

Please submit a resume and cover letter that includes examples that demonstrate your ability to follow up on leads and close sales. Send your application materials to scottp@samena.com.

COVID-19 Precautions

All Samena Club staff are required to show proof of full COVID-19 vaccination. All visitors are required to show proof of vaccination or a negative test within the prior 72 hours.

Job Types: Full-time, Non-Exempt