

DIRECTOR OF MEMBERSHIP SALES PROFILE: DESERT MOUNTAIN CLUB SCOTTSDALE, AZ

DIRECTOR OF MEMBERSHIP SALES OPPORTUNITY AT DESERT MOUNTAIN CLUB

Desert Mountain Club, one of the finest private residential communities in the world, has an extraordinary opportunity to join the organization and serve as the Director of Membership Sales. This position oversees a high level of quality services focused on the sale and retention of memberships, providing direction and accountability, developing membership programs, approving applications, and using CRM systems to track and maintain leads, contacts, and results. The ideal candidate will have excellent communication and organizational skills with the ability to establish and deliver a consistently high-level service culture to the membership. The Director of Membership Sales is a true ambassador of the club and understands the critical role that this position has on the overall success of the operation.

[Click here to watch a brief video about this opportunity.](#)

DESERT MOUNTAIN CLUB

8,000 acres of pristine beauty on this breathtaking expanse of high Sonoran Desert provides the canvas for a storied community that is Desert Mountain with a lifestyle like no other. Desert Mountain's commitment to excellence is evident throughout the community, from the guard-gated entryways to the exceptional amenities and service throughout The Desert Mountain Club/Community.

Named a Platinum Club of America consecutively since 2000 by Club Leaders Forum and ranked #1 in the state of Arizona and among the top 10 private clubs in the country, Desert Mountain is the only private club in the world with a collection of six private Jack Nicklaus Signature Golf Courses, as well as a distinct par 54 championship course, No. 7. The Jim Flick Golf Performance Center features the most advanced technology in the industry today. Members can enjoy the exquisite cuisine in their ten restaurants and grills in seven opulent clubhouses for an unsurpassed dining experience. The Club is financially sound and will complete \$150M in exciting facility improvements over the next 10 years.

The Sonoran Fitness, Tennis and Spa, which is the hub for family activities, offers cardiovascular and weight training equipment, personal training, on-site physical therapy, fitness instruction, a robust variety of exercise classes, and resort-style pools. A \$12 million renovation of the facility has brought this amenity to an expansive 42,000-plus square feet for fitness training, relaxation in the luxurious spa, and even a place for the kids to enjoy. Situated on 10 acres, the Sonoran is complemented by a tennis complex with nine USTA-certified courts utilizing hard, clay, and grass surfaces. Desert Mountain has its own 15-mile private trail system consisting of seven trail segments, each varying in degree of difficulty for a different hiking experience on each. The system takes hikers to the eastern slope of the Continental Mountains overlooking beautiful desert panoramas and through a colorful riparian basin. Desert Mountain is a recipient of the American Trails Developer Award from the non-profit American Trails organization.

One of the club's most unique amenities is The Ranch where families can enjoy horseback rides and lessons, luxury camping, and a wide range of outdoor events for the entire family within a pristine 3,000-acre site within Desert Mountain. Adding to the richness of the community, Desert Mountain has created a series of exclusive member events, ranging from special themed evenings of food and wine to culturally rich experiences including music and art. To assist members with everything Scottsdale, Phoenix, and the Desert Southwest have to offer, the Member Services department is modeled after the finest concierge services found in five-star hotels throughout the world.

One of the most notable enhancements to Desert Mountain is the recent partnership with HonorHealth to deliver top-rated healthcare within the community gates.

Desert Mountain is family-friendly with a full calendar of children's activities, including junior golf and tennis, saltwater lap and resort-style pools, volleyball courts, a basketball court, hiking, and biking trails, and a Youth Activity Center. At Desert Mountain, members enjoy a lifestyle that is truly without equal.

DESERT MOUNTAIN CLUB BY THE NUMBERS

- Approximately 2,300 members (2050 is the target for golf members)
- Club Gross Revenue Approximately: \$107.84M
- Club Initiation Fee: \$165,000
- Annual Dues for Family: \$25,440
- Marketing & Communications budget - \$900,000
- Club CRM - Hub Spot
- Club Website provider – Club Essentials
- Total number of board members – 9; each serving 3-year terms
- Average Member Age: 64

DESERT MOUNTAIN CLUB WEBSITE: www.desertmountain.com

DIRECTOR OF MEMBERSHIP SALES – POSITION OVERVIEW

The Director of Membership Sales reports directly to the Chief Executive Officer. The major focus of the position is to be a strategic thought partner in sales and marketing to meet the club goals of membership sales and retention, as well as engagement of members and prospects. Philosophically important is that staff is the Club's greatest asset, and the Director of Membership Sales must embrace the core value of providing a safe, positive, and healthy culture that treats all teammates with dignity, care, and professionalism.

INITIAL PRIORITIES OF THE NEW DIRECTOR OF MEMBERSHIP SALES

- Observe, listen, ask questions, and learn about the culture and history of Desert Mountain Club. Build trust with leadership, staff, and members. Get to know and understand the DMC operation.
- Effectively respond to Club Members, prospective members, and realtors with inquiries regarding Club dues, rules & regulations in accordance with club standards.
- Effectively manage the membership and waitlist application process. Prepare/execute Member and Prospective Member correspondence; follow up on all prospective and new member communications.
- Provide tours of Club venues, amenities, etc.
- Cultivate and develop relationships with preferred realtors of Desert Mountain, as well as the Desert Mountain Community Association.
- Perform New Member Orientations, individually or in a group, including a review of the Club rules and regulations and communicating any changes to the membership of the rules and regulations.
- Coordinate and host new and prospective member mixers, membership-related open houses, and member-planned events. Manage the member ambassador program.
- Supervise the CRM member tracking system; maintain confidential information updated, and properly recorded/filed.
- Develop and manage the membership department's annual budget.
- Introduce potential members to club members with similar interests, backgrounds, business experiences, and mutual friends.
- Acts in a shared capacity with the Director of Support Services and Member Relations, effectively responds to member comments in accordance with club standards, policies, and rules; uses ideas, feedback, and suggestions to continuously improve the services provided to members.
- Maintains club history information files.
- Reports approved new members to the Accounting Department and Membership Manager to initiate proper administration of their memberships.
- Ensures that applications are completely and properly filled out, assisting when necessary, and that new members understand the privileges and costs of becoming a member.
- Assures Club bylaws and guidelines are applied and followed in all membership issues and communications.

CANDIDATE QUALIFICATIONS

- Professional and self-motivated leader who embodies the Desert Mountain Club culture.
- Possessing a naturally high degree of Emotional Intelligence (EQ) along with positive self-awareness, and social adeptness.
- Being respectfully confident and “connected” to the membership and team is critical, as is the ability to work with leadership to deliver a cohesive and inviting club culture and environment.
- Ability to maintain confidential proprietary company information.
- Possess exceptional project management, time management, communication, and organizational skills to monitor and maintain project milestones and progress. Ability to organize and complete work in accordance with established timelines.
- Ability to work well under pressure, handling high-volume sales and multiple projects based on business demands.
- Have passion for providing high-quality Member service and a commitment to exceeding expectations.
- Excellent knowledge of Club/Membership practices, regulations, and operational procedures.
- Ability to proactively lead a Team with a transparent and uplifting, inspirational style.
- Be responsive vs. reactive; an exceptional communicator and listener.
- Possess excellent verbal and exceptional written communication skills to interact professionally with a diverse group, of executives, managers, and subject matter experts.
- Possessing a proven record of strong organizational, managerial, interpersonal, and communication (verbal and written) skills to achieve maximum sales and outstanding member experience.
- Must have knowledge of the game of golf and the ability to play as required with members and candidates.
- Excellent understanding of computers and software programs including Microsoft Office (Word, Excel, Outlook, and PowerPoint). Experience with CRM systems is an added benefit.
- Driven and self-motivated with a strong ability to prioritize and multitask.
- A true, confident, diplomatic, and competent industry professional with an engaging and polished presence who has a genuine desire to provide exceptional service.
- Real-estate knowledge/experience is a highly desirable added benefit.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

College degree is preferred and/or extensive hospitality service or related field experience in both operations and public relations communications and sales and marketing.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club offers an excellent bonus and benefits package including association membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. Damon DiOrio, CEO and clearly articulate your alignment with this role; why you want to be considered for this position at this stage of your career; why Desert Mountain Club and the Scottsdale, AZ area will be beneficial to you, your family, and your career; and why you will be beneficial to the Club if selected.

You must apply for this role as soon as possible but no later than Friday, April 7, 2023. Candidate selections will occur later that month with first Interviews expected in early May. The new candidate should assume his/her role in Summer 2023.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter - Desert Mountain Club”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Alice Stevens: alice@kkandw.com

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