



Job Title: Membership & Engagement Manager	Salary Range: \$50,000 - \$69,000
Department: Club Administration	Reports To: Club General Manager
Classification: Exempt, Full-time	Revised: February 2026

Position Summary

The Membership & Engagement Manager is responsible for developing and maintaining the membership base for the South Barrington Club and for the development and implementation of an effective promotion and publicity program for the district.

Duties & Responsibilities

- Lead all membership sales efforts including tours, account setup, renewals, retention initiatives, and achievement of district membership goals.
- Provide exceptional customer service by responding to inquiries, welcoming new members, addressing concerns, and maintaining strong member relationships.
- Develop and implement sales programs, retention events, and revenue-generating initiatives to support membership growth.
- Create and coordinate marketing and promotional materials including brochures, newsletters, advertisements, and membership communications in collaboration with Marketing/Media Manager.
- Maintain accurate membership records and reporting within the management system.
- Track and analyze daily sales activity, cancellations, financial performance, and prepare monthly reports and board updates.
- Manage budgets, invoices, financial reports, and operational goals related to membership sales.
- Oversee administrative tasks including mailings, promotional materials, gift cards, marketing coordination, and database maintenance.
- Support community events, special projects, and organizational initiatives while fostering strong internal and external relationships.
- Ensure compliance with district policies, maintain a safe and organized work environment, and always represent the Club professionally.
- Pursue ongoing professional development and collaborate as an active member of the district team.
- Perform additional duties as assigned by the supervisor.

Schedule & Pay

- This is a full-time salary position working approximately 40+ hours per week, often with evening and weekend requirements.
- Some flexibility may be required based on department needs.
- Commission/Incentives are earned through reaching goals for membership sales.

Benefit Package

- Medical, Dental, and Vision coverage with United Healthcare at very low monthly premiums.
- Life and AD&D coverage with United Healthcare at no cost to you.
- Supplemental Life Insurance for spouses and children at very low rates.
- Paid Vacation, Holidays, PTO, Floating Holidays, and Sick time.
- Retirement Savings Plan with matching.
- Free Club Membership and a discount on food, beverages, and Pro Shop items.

Club
(847) 381-2570

3 Tennis Club Lane
South Barrington, IL 60010

Park District
(847) 381-7515



Qualifications & Skills

- High school diploma or GED.
- Hold a current CPR/AED certification or obtain certification within 90 days of employment.
- Graduate of an accredited university with a major in Marketing or Business Administration or field related to the responsibilities of the position.
- Minimum of three years' experience in a club or membership-related position or any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities.
- Club membership sales, membership retention, and tennis experience are preferred.
- Establish and maintain effective working relationships with the public, board members and staff.
- Possess excellent written and oral communication skills.
- Adapt to the management style of the Club General Manager.
- Work with minimum supervision.
- Solve problems comprehensively and produce accurate work on a timely basis.
- Perform required duties with initiative, good judgement, accuracy, persistence, creativity, integrity, tact and courtesy.
- Exhibit good problem-solving ability and judgment in keeping with the mission of the park district.
- Experience with internet use and all Microsoft products.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee may occasionally lift up to 10 pounds.

- Prolonged hours seated at a desk.
- Prolonged hours of computer use (carpal tunnel syndrome, vision).
- Be able to talk and walk simultaneously going up and down stairs for touring purposes.

Equal Employment Opportunity (EEO) Statement

South Barrington Park District is an equal opportunity employer. We consider all applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected status under federal, state, or local law.

Acknowledgement

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.