



## **MEMBER SERVICE MANAGER (MSM)**

### **Job Summary**

Responsible for growing and maintaining club membership base through membership initiatives while providing exceptional customer service to Members. Responsible for monitoring and maintaining membership metrics through frontline, providing Member support, and overseeing and directing the work of Team Members in the front line and member services departments. Executes company programs and initiatives to drive membership growth. Enforces membership compliance through processes, policies, and procedures as well as compliance with all other company standards. Ensures their team delivers on providing excellent and efficient member service and engagement. Acts as a key holder for the club.

The manager is responsible to function as the Manager on Duty (MOD) as assigned. While MOD, the manager has responsibility to manage the entire Club, including all Club departments, to ensure excellent Member engagement, to address any and all concerns brought to the MOD's attention, and to escalate any concerns, as appropriate. The manager could be assigned as MOD 50% or more of the manager's scheduled shifts.

### **Primary Tasks, Responsibilities, and Key Accountabilities**

- Meets and/or exceeds membership fee income goals and service expectations through successful acquisition, retention, loyalty, and experience metrics.
- Develops effective and productive teams in the Member Services and Front Line departments through selection, training, frequent feedback, evaluating performance, coaching, motivating and disciplining when necessary.
- Creates and maintains a process to support a positive experience for Members and potential Members.
- Ensures compliance with the operational functions associated with assigned areas through the consistent enforcement and maintenance of established processes and procedures.
- Ensures adequate staffing in frontline departments.
- Executes company membership programs and initiatives.
- Leverages reporting tools to assess strengths and opportunities. Prioritizes growth opportunities.
- Manages equipment, supplies, and collateral to ensure that member services and front-line departments run efficiently.

### **Qualifications**

- High school diploma, college degree, and/or big box wholesale, retail, grocery and/or management experience is preferred.
- Demonstrated leadership capabilities, including managing/supervising cross-functional teams, training team members, and driving and communicating results. Time management, prioritization, and multi-tasking skills preferred.
- Open shift availability required.
- Prior experience working in a customer-focused or sales environment.
- At least 18 years of age.

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