



# Job Description

## Membership Sales Rep

**Department:** Sales

**Job Title:** Membership Rep

**Reports To:** Sales Director

**General Summary:** To contribute and generate revenue to the club through honest and enthusiastic membership sales and services. You are required to participate in advertising and promotions in and outside the club.

To create relationships with members that will add value to their membership, enhance their sense of belonging and community within the club. Create membership solutions for all interested parties: prospect and solicit individuals, corporates and others for membership involvement through direct marketing, leads creation and membership referrals. Handle all ongoing member service issues and membership maintenance items as needed or directed.

### **Responsibilities & Requirements:**

- To provide effective membership tours to prospective members and guests, determining their needs and wants; matching those needs and wants with membership.
- Generate new sales; you will be expected to make a minimum of 50 phone calls per day, have a minimum of 3 appointments per day.
- Meet weekly, monthly and quarterly sales quotas
- Prepare and submit weekly sales reports to management
- Listen to and read relevant sales materials as well as attend and participate in weekly sales meetings to enhance performance
- Work as a team to provide a high level of service to members, inspiration and leadership to staff and assist in directing the flow of the club for smooth and profitable operation. Effectively handle member situations, freezes, questions, cancellations and concerns, etc.
- Attend all member events and social functions.
- Complete all membership paperwork accurately and promptly for processing.
- All aspects of membership customer service
- Ability to communicate effectively with members/guests and team members in a professional and courteous manner.
- Must be highly motivated and energetic
- Excellent communication and interpersonal skills
- Organizational skills
- Strong attention to detail
- Excellent problem-solving skills
- Ability to multi-task and to work independently
- Coordinate sales effort with team members and other departments
- Proven work experience as a sales representative
- Experience using computers for a variety of tasks. Competency in Microsoft applications including Word, Excel, and Outlook. Experience with CRM software preferred

**COMPENSATION:**

Base Salary & Commissions

**Hours/Days expected to work per week:**

40 hours per week, nights and weekends required

Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. By signing you are indicating that you understand you are considered an at-will employee, and that no contractual obligation to continue your employment exists between yourself and Harford Health and Fitness, Inc. now, or at any point in the future.*