



## JOB DESCRIPTION

<b>Position:</b>	<b>Member Experience Manager</b>
<b>Salary Range:</b>	\$64,480.00 - \$83,824.00
<b>Reports to:</b>	Administrative Director
<b>Classification:</b>	Exempt
<b>Date Created:</b>	

## POSITION DESCRIPTION

The Member Experience Manager is responsible for leading the day-to-day execution of member-facing operations to ensure a consistent, high-quality experience for all members. This role oversees front line teams, supports operational systems, and ensures established service standards, workflows, and policies are followed across departments that directly impact the member experience.

## ESSENTIAL FUNCTIONS OF POSITION

### Client Management Systems & Technology:

- Serve as the day-to-day administrator and lead user of the client management platform
- Maintain accurate member accounts, workflows, and system configurations
- Support staff training and compliance related to system use, data accuracy, and workflows
- Support execution of member-facing marketing and communication campaigns using established platforms
- Oversee client-facing communications including:
  - Email and text campaigns
  - Service notifications and announcements
  - Client-facing software updates
- Coordinate monthly billing and collections processes in collaboration with finance and leadership
- Monitor member engagement and churn indicators and report trends to leadership

### Member Services & Front Desk Operations:

- Provide direct oversight of the Member Services Desk, including:
  - Member arrivals and check-in experience
  - New member onboarding and contract execution
  - Account management, changes, freezes and cancellations
  - Member inquires, concerns and service recovery
- Ensure front desk procedures are followed accurately and consistently
- Act as escalation point for member issues and complaints
- Partner with District leadership on policy implementation, member communication, and continuous improvement of the member experience
- Manage department scheduling, coverage and daily operational readiness

### **Environmental Services (EVS) Coordination:**

- Coordinate with Environmental Services supervisor to ensure cleanliness, presentation and facility readiness standards are consistently met
- Support operational scheduling alignment and communication related to cleaning and laundry services
- Assist with quality monitoring and reporting related to member-facing facility conditions
- Manage department scheduling, coverage and daily operational readiness

### **QUALIFICATIONS**

#### Experience & Education

- 3-5 years of experience in operations, member services, hospitality, or customer experience management
- Hands-on experience using CRM or client management platforms in an operational setting
- Experience supporting digital tools for scheduling, marketing, billing and customer communications
- Proven experience leading front-line teams and supporting daily operations
- Experience with Mindbody or comparable CRM/client management platforms strongly preferred
- Bachelor's degree preferred or equivalent professional experience

#### Skills & Competencies

- Strong people-management skills
- Excellent customer service and conflict resolution abilities
- High proficiency with technology, CRM platforms, and digital tools
- Ability to analyze workflows, data, and member trends to drive improvements
- Clear written and verbal communication skills
- Highly organized, proactive and solutions-oriented
- Strong technical aptitude with the ability to quickly learn, configure, and optimize software platforms
- Comfort working at the intersection of people, process, and technology
- Ability to translate member needs into system-based solutions

#### Preferred Experience

- Experience with Mindbody or comparable platforms
- Experience supporting digital brand touchpoints, including mobile apps, booking platforms, and online member portals
- Familiarity with billing systems, recurring revenue models, and collections workflows
- Experience collaborating with external vendors or service providers related to software, marketing platforms, or digital tools

#### **License or Certificate:**

Required: Possession or, or ability to obtain an appropriate, valid Class C California driver's license.

#### **Compensation and Benefits:**

This is an exempt position. The employee's salary will be dependent upon the level of experience and other bona fide factors. The District is committed to paying individuals equal pay for substantially similar

work, when viewed as a composite of skills, effort, and responsibility, and which work is performed under similar working conditions. The position will include the standard District benefits package for an employee designated as Full-Time.

**District Reservation and Adoption:**

The District reserves the right to modify and/or change the above job description from time to time. This job description supersedes any previous job description for the job title indicated above. Employment at the District is at the will of the District and the employee; therefore, this document shall not be interpreted as an employment agreement.

\_\_\_\_\_  
District's Representative

\_\_\_\_\_  
Date

**EMPLOYEE ACKNOWLEDGMENT**

I acknowledge that I have read and understand this job description and that I am qualified for the position and able to perform the essential job functions with or without an accommodation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Name (print)

\_\_\_\_\_  
Date