



Naval Academy Business Services Division
Job Announcement Number: 24-068
Vacancy Open: September 19 2024 – October 3, 2024
Area of Consideration: All Qualified Persons
Security Level: Tier 3 – US Citizenship Required

POSITION DETAILS

Membership Coordinator, NF-1101-03
Full Time (35-40 hours weekly, Benefited)
\$23.00-\$26.00/hour

JOB SUMMARY

Develop and implement programs, projects and activities designed to increase and retain membership in the club. Represent the club in its relationships with numerous external constituencies.

Join our team! Help promote and increase membership at the Naval Academy Club. We are dedicated to providing members with the highest level of customer service and memorable events.

Full Time, 8-hour shifts Monday – Friday, with occasional weekends in support of events.

DUTIES & RESPONSIBILITIES

Maintains the club's database (membership register) of members' files while preserving confidentiality of member information. Develops and ensures that established procedures for processing prospective members' applications are consistently followed. Maintains a file of club history information and maintains appropriate records.

Plans and implements strategies to meet club membership goals. Surveys other clubs for information useful in setting and revising club membership policies.

Processes all requests for and transfers of membership. Holds functions and conducts tours for prospective members. Assists prospective members in fulfilling application requirements, ensuring applications are properly completed, initiation fees are collected and new members understand privileges and costs of becoming a member. Reports approved new members to the controller to initiate proper administration of memberships.

Assists marketing coordinator with all club public relations efforts, members' newsletters, news and media event, and club brochures. Maintains club member bulletin boards and assists with the Club website. 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. Implements on-going sales campaign to alert members to the club's events, banquet operations and capabilities.

Conducts orientation program for new members. Personally, meets each club member and instills confidence that the club is operated in the best interests of the membership. Organizes production of membership kits for new members. Promotes club activities using table tents, newsletters, eblasts and other means. Coordinates development of the social activities and social calendar for the club. Tracks the success and overall performance of all membership activities.

Is present during club operating hours and events to assist in the meet-and-greet of members and guests.

Processes member resignations and uses reports and special projects to determine possible membership retention problems. Sends invites and provides notices as necessary.

Determines markets to be canvassed for qualified individuals and maintains perpetual member invitee roster. Assesses the need for and makes recommendations regarding membership classifications to ensure the needs of ever-changing markets are met. Researches the need for on-going sales promotions regarding demographics, market segmentation data, etc. Interacts with local community organizations to network and market the club.

Participate in the development of business through existing account contact solicitation, outside sales calls, trade association activities and general written communications. Must have strong selling skills and the ability to create general marketing strategies. Assists in the formulation of the marketing plan and delivers effective marketing campaigns for the Naval Academy Club.

Follows up on marketing efforts, member referrals, leads from staff, catering contracts, newspaper articles, lists, publications, etc. Plans and develops personal training programs and professional development opportunities for himself or herself. Attends management and staff meetings to review policies and procedures, create future business and continually develop quality functions. Serves as Manager on Duty as scheduled.

Interacts with the Deputy Director of Retail Dining and Hospitality Sales Manager to provide effective decorating concepts for the clubhouse.

The work requires the use of arms, hands and legs and involves prolonged standing, walking, reaching, and light lifting. Objects handled and carried may weigh in excess of 20 lbs.

QUALIFICATIONS & REQUIREMENTS

Applicants who meet the qualification requirements will be further evaluated to determine the extent to which their education, related experience, training, awards, and supervisory appraisal demonstrate they possess the desired knowledge, skills, and abilities (KSAs).

- Must obtain and maintain a secret security clearance – requires 18 years of age
- Males born after December 31, 1959 must be registered for Selective Service
- Verification of employment eligibility in the United States is required
- One-year probationary period
- U.S. Citizenship is required for Tier 3 Positions

APPLICATION INSTRUCTIONS

A complete online application must be submitted to be considered for a USNA NAF/NABSD position.

Please visit the employment website: <https://www.usnabsd.com/about/careers/>

Applicants may email nabsdjobs@usna.edu if unable to complete the online application.

KNOWLEDGE, SKILLS and ABILITIES (KSAs) for this position are as follows:

****Responses must be included on the KSA portion of the online application****

1. The incumbent must have one year of experience in hospitality guest services.
2. The incumbent must have experience in hospitality marketing, service standards, guest relations and etiquette.
3. Must be self-motivated, with excellent organizational and communication skills, and attention to detail.
4. Ability to function in a fast-paced environment, under short time constraints, and within established deadlines.

EMPLOYMENT PREFERENCES

Explanation of employment preferences is available on the NABSD Website. No preference is given unless requested and documented. Acceptance or declination of a regular position ends ability to claim preference for spouse or Involuntarily Separated (IVS) applicants. To claim a preference, you must attach the following documents with your employment application and request form:

- **Military Spouse:** most current military member's PCS orders, submit spousal request form and write SPOUSAL PREFERENCE on front page of the application – (*Per the CNIC 5300.206b, spouses' preferential consideration for NAF positions at the NF-3 and below*)
- **Veteran:** Page four (4) of the DD-214
- **Involuntary Separated Military Members and Dependents:** page four (4) of the DD-214 or copy of DD-1173 and write "IVS" on front page of the application. IVS preference is approved only if discharge/reentry code matches eligibility list.

Note: Failure to provide the required information may result in loss of consideration for the position and elimination from the selection process. Please be advised that applications received after the closing date listed above will not be considered. Applications and resumes will not be returned to the applicant.

Some positions have special requirements. In these cases, selection is tentative pending satisfactory completion of said requirements. Applicants may be required to provide proof of education, etc. All selections are contingent on obtaining satisfactory employment reference checks.

We are an E-verify participant. Please be informed that applicants will be required to submit a federal government background check. As a condition of employment, the selectee will be required to participate in direct deposit/electronic fund transfer as specified in the negotiated agreement.

Occupants of this position must maintain the privacy of official work information and data, and demonstrate the highest level of ethical conduct.

DON is an EEO employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or other non-merit factor.

Reasonable accommodations are provided to applicants with disabilities. If reasonable accommodation is needed for any part of the application and hiring process, please contact the office that is collecting the applications. The decision on granting reasonable accommodations will be on a case by case basis.