



JOB DESCRIPTION

Job Title: Yacht Club Membership Manager

Location: Sindalah Island, Kingdom of Saudi Arabia

IGY Marinas is the appointed marina management company managing Sindalah Island Marina. Employees working at Sindalah Island Marina are technically employed by a NEOM manpower agency and not directly by IGY Marinas, although all employees working at this location are valued members of the IGY network and considered part of the IGY team.

Summary:

The Membership Manager is responsible for providing exceptional customer service and ensuring a world-class experience for high-end clientele. This role involves developing, coordinating, and implementing yacht club memberships, in line with Sindalah strategy. Planning, organizing and executing events and activities for the yacht club, marina and sailing school. You will be based in the yacht club and therefore, the first point of contact for the yacht club operational team (non F&B), assisting and resolving customer inquiries, managing, and maintaining client relationships, and coordinating with various internal departments to deliver personalized service and meet customer expectations.

Essential Duties and Responsibilities:

- **Membership:** Plan, develop, execute, and manage the yacht club membership. Negotiate with the other on island operators to enhance membership packages to achieve KPI membership numbers.
- **Annual Membership –** Maintain/update membership data base as well as develop and implement strategies to attract new members.
- **Affiliations with other worldwide iconic yacht Clubs:** build relationships with iconic, complementing yachts clubs across the globe. Develop and implement affiliations with yacht clubs to enhance the Sindalah yacht club profile and appeal.
- **Events and Activities:** Plan a yearly events and activity program calendar, in line with Sindalah Island strategy and other operator events, for Sindalah Marina and Yacht Club. Events to include sailing regattas, nautical events, shows, member parties, symposiums, industry events, etc.
- **Concierge Service:** support the marina and yacht club concierge services, building relationships with on and off island operators (Hotels, F&B, Gold Club, Water Sports etc.) and logistics.
- **Customer Service Excellence:** Deliver exceptional customer service by promptly responding to inquiries, providing product knowledge, and addressing customer concerns with utmost professionalism and empathy. Ensure customer satisfaction and loyalty by going above and beyond to exceed expectations.
- **Relationship Management:** Build and maintain strong relationships with high-net-worth individuals, VIP clients, and key stakeholders. Serve as their primary point of contact, understanding their preferences, anticipating their needs, and offering personalized solutions to enhance their overall experience. Assisting and coordinating with events and working closely with the marina team

- **Issue Resolution:** Proactively identify and resolve customer issues, concerns, or complaints in a timely and efficient manner. Collaborate with cross-functional teams to provide effective solutions, demonstrating problem-solving skills and a commitment to customer satisfaction.
- **Product Expertise:** Develop a comprehensive understanding of the company's services, and offerings. Stay updated on industry trends, competitor activities, and market demands to provide informed recommendations and ensure an elevated customer experience.
- **Customer Retention:** Implement strategies to foster customer loyalty and retention. Identify opportunities for upselling and cross-selling by understanding customer preferences and suggesting relevant products or services that align with their needs and desires.
- **Escalation Management:** Handle escalated customer issues, involving senior management or specialized departments when necessary. Maintain composure in high-pressure situations and act as a liaison between customers and internal teams to resolve complex issues promptly.
- **Process Improvement:** Continuously assess and enhance customer service processes, workflows, and systems to streamline operations and maximize efficiency. Provide insights and recommendations for improvements based on customer feedback and industry best practices.
- **Brand Ambassadorship:** Exemplify the brand's luxury values and image, embodying professionalism, elegance, and sophistication in all customer interactions. Represent the company at luxury events, engage in networking opportunities, and contribute to the brand's reputation.
- Other reasonable duties and tasks as directed by the Yacht Club Manager

Qualifications:

Education/Experience:

- A can-do attitude with the ability to work on own initiative and work as part of team.
- Bachelor's degree or similar in Event Management, Marketing or Business Administration, Hospitality, or a related field (preferred).
- Proven experience in luxury customer service or high-end hospitality roles managing memberships and organizing events.
- Exceptional communication and interpersonal skills, with the ability to engage with affluent customers effectively.
- Strong problem-solving abilities and the capacity to handle challenging situations with poise and professionalism.
- Proficiency in handling customer relationship management (CRM) systems and other customer service tools
- In-depth knowledge of luxury market trends, products, and services
- Ability to work in a fast-paced environment and manage multiple priorities.
- Attention to detail, with a focus on delivering a personalized and memorable customer experience.
- Fluent proficiency in multiple languages (desirable)
- Flexibility to work weekends, evenings, and holidays as needed to meet customer demands.

