



Now Hiring a *Member Services Manager*

Full-Time · Year-Round · Salaried · In Person

◆ **\$65,000 / YEAR SALARY** ◆

THE OPPORTUNITY

The Hub of the Member Experience

Falmouth Country Club is looking for a Member Services Manager to oversee the financial and relational backbone of our membership — billing, accounts receivable, retention, and front-desk operations. This isn't a back-office role that hides behind spreadsheets. You'll be the person members turn to, the one who keeps the numbers right and the relationships strong.

The right candidate is equal parts organized and personable — someone who can audit a billing report at 9 AM and welcome a member by name at noon. You'll work closely with club leadership, the Front Desk Manager, and every department that touches the member experience.

THE ROLE

What You'll Own

- ◆ Manage and process all accounts receivable related to membership dues — ensuring accurate, timely billing and invoicing for every member account.
- ◆ Regularly audit member billing records, resolve discrepancies, and ensure compliance with club policies.
- ◆ Generate billing reports and provide financial updates to the General Manager bi-weekly.
- ◆ Maintain an updated membership roster and communicate changes to relevant club leadership.
- ◆ Serve as the primary point of contact for billing inquiries, account adjustments, and membership category changes.
- ◆ Handle all membership category changes, resignations, leaves of absence, and upgrades — ensuring seamless processing in club management software.
- ◆ Proactively manage member retention efforts, assisting with renewals and addressing concerns before they escalate.
- ◆ Work scheduled hours at the front desk — supporting member inquiries, guest check-ins, and general administrative duties.
- ◆ Collaborate with the Front Desk Manager to ensure consistent, professional member engagement across all touchpoints.

SKILLS

What We're Looking For

<p>MUST-HAVE</p> <ul style="list-style-type: none"> ◆ Previous experience in accounts receivable, bookkeeping, or financial administration ◆ Strong customer service skills with the ability to engage professionally with club members ◆ Proficiency in membership management software, accounting systems, and Google Workspace ◆ Excellent organizational skills with high attention to detail and accuracy ◆ Ability to multi-task and manage priorities in a fast-paced environment ◆ Strong written and verbal communication skills ◆ Bachelor's degree required 	<p>NICE-TO-HAVE</p> <ul style="list-style-type: none"> ◆ Experience in a private club, hospitality, or service-based industry ◆ Familiarity with MembersFirst or Jonas club management software ◆ CPA, bookkeeping certification, or accounting coursework ◆ Event or membership marketing experience ◆ Bilingual capability
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CORE FOCUS

Where You'll Make an Impact

Your work will touch every part of the member relationship:

ACCOUNTS RECEIVABLE	MEMBER BILLING	RETENTION
FRONT DESK	FINANCIAL REPORTING	CLUB SOFTWARE
MEMBER RELATIONS		

THE DETAILS

What You Can Expect

<p>SALARY</p> <p>\$65,000 / Year</p> <p>Full-time, year-round</p>	<p>SCHEDULE</p> <p>In Person</p> <p>Includes front desk hours</p>	<p>AVAILABILITY</p> <p>Full-Time</p> <p>Year-round position</p>
<p>BENEFITS</p> <p>Health, Dental & Vision</p> <p>Full-time employees</p>	<p>TIME OFF</p> <p>PTO & Paid Time Off</p> <p>Includes vacation time</p>	<p>OTHER PERKS</p> <p>Employee Discount</p> <p>Club privileges included</p>



We Look Forward to Meeting You

This is a role for someone who takes pride in precision, relationships, and keeping a complex operation running smoothly. If you bring strong financial skills and genuine warmth to every interaction, we'd love to hear from you.

Fill out the employment interest form at falmouthcc.org. Please do not contact the club directly or visit to apply.