



22955 W Industrial Drive, St. Clair Shores, MI 48080  
(586) 778-9640

---

## **Job Title: Member Experience & Sales Director**

Reports To: General Manager & CEO

Employment Type: Full-Time (35 hour per week min.)

### **About the Role:**

We're looking for a passionate and driven Director of Member Experience & Sales to join our team! This role focuses on providing exceptional customer experiences, driving membership sales, and overseeing events and sales staff. If you love working in a fun, energetic environment and have a knack for sales, customer service, and leadership, we want to hear from you!

---

### **Key Responsibilities:**

#### Member Experience & Sales

- Conduct facility tours and engage with potential members.
- Handle membership inquiries via phone, email, and in-person meetings.
- Follow up on leads and meet monthly sales goals.
- Promote additional services like birthday parties, camps, and classes.
- Manage membership records and respond to inquiries.

#### Sales Team Management

- Monitor sales performance and provide feedback.
- Lead team meetings to celebrate wins and set goals.
- Develop incentive programs to keep motivation high.
- Ensure proper use of CRM tools and sales processes.
- Recruit, train, and mentor a high-energy sales team.



**22955 W Industrial Drive, St. Clair Shores, MI 48080**  
**(586) 778-9640**

---

#### Event Planning & Management

- Organize and oversee events, including open houses, birthday parties, and community engagements.
  - Manage event staff, including hiring, training, and supervision.
  - Ensure seamless event execution from setup to breakdown.
  - Coordinate with other departments for smooth operations.
- 

#### What We're Looking For:

- Experience in sales, customer service, or event planning.
  - Strong communication and organizational skills.
  - Ability to work independently, meet goals, and multitask.
  - Friendly, approachable, and customer-focused.
  - Full-time availability, including some mornings, evenings, and weekends.
- 

#### Perks & Benefits:

- Competitive hourly pay (Salary potential after one year)
- Sales & event commissions + bonus opportunities
- Health insurance & 401k with up to 5% employer contribution
- Paid holidays, vacation, and sick days
- Flexible schedule
- Employee discounts on memberships, events, café & pro shop items
- A fun, family-friendly work environment with opportunities for growth

Do you thrive in a high-energy, family-friendly setting? Are you passionate about creating amazing experiences for members and guests? If so, we'd love to meet you!

📧 Apply Today! Email your resume and cover letter to [angelas@extremegym.net](mailto:angelas@extremegym.net)