



## Club Life and Members Relation Manager/Luxury Dining Lounge

★Offering top-tier pay in the industry !

### Job Information

#### Hiring Company

Sapphire lounge Co., Ltd.

#### Job ID

1516746

#### Industry

Other (Hospitality)

#### Company Type

Small/Medium Company (300 employees or less)

#### Non-Japanese Ratio

Majority Japanese

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards, Chuo-ku

#### Train Description

Ginza Line, Ginza Station

#### Salary

6 million yen ~ 10 million yen

#### Refreshed

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### General Requirements

#### Minimum Experience Level

Over 1 year

#### Career Level

Mid Career

#### Minimum English Level

Business Level (Amount Used: English usage about 25%)

#### Minimum Japanese Level

Business Level

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

#### About the Ginza Sapphire Lounge:

A new Luxury Lifestyle Members Club, the "Ginza Sapphire Lounge", will open in October 2025 in the heart of Ginza, the epicenter of international luxury in Japan.

#### Key highlights:

- Located at the rooftop of a newly designed building by Jun Aoki, an internationally awarded architect.
- Nearly 500 sqm at the corner of Ginza Avenue and Miyuki Street, facing G6 Luxury Mall.
- Features include: Decoration and facilities with generous investments.
- A Michelin-star Executive Chef.
- Prestigious founding members.
- Partnerships with top luxury brands.

#### **Role Overview:**

The Club Life and Members Relation Manager will play a pivotal role in ensuring member satisfaction and maintaining the exclusivity of the lounge.

This role encompasses internal and external relations with the following core responsibilities:

#### **Key Responsibilities:**

##### **Member Relations**

- **Recruitment and Selection :**  
Identify and onboard new members in collaboration with the board, particularly the EVP.
- **Member Satisfaction:**  
Conduct regular follow-ups on member activities and satisfaction.
- **Communication:**  
Compose and manage membership correspondence, including:
  - Welcome letters.
  - Club announcements.
  - Newsletters and reports.
- **Feedback and Improvement:**  
Monitor and evaluate services and benefits based on feedback.  
Provide suggestions and solutions to issues and complaints.
- **Membership Data Management:**  
Maintain and update the club's CRM database.  
Initiate CRM activities.

##### **Event Planning and Management**

- **Event Coordination:**
  - Plan, negotiate, and manage events such as:
    - Monthly parties.
    - New Year celebrations.
    - Brand collaboration events.
- **Staffing:**  
Supervise and select supporting staff, including concierge and reception teams.
- **Budgeting:**  
Manage the PR/communication budget.  
Assist in the annual business plan.

##### **External Communications**

- **Media Relations:**  
Oversee media engagement, including digital, social, and influencer collaborations.
- **Content Management:**  
Supervise and update the club's website and social media platforms.
- **Networking:**  
Liaise with celebrities, influencers, and external partners.

##### **General Management**

- Act as the liaison between the club's governing board and members.
- Stay updated on industry trends and implement best practices.
- Communicate with management and associates to align with membership goals.

##### **Reporting Line:**

- Direct Reporting: EVP and Board Members.
- Close collaboration with the F&B Operations General Manager.

##### **Supervised Staff:**

- 2 Concierges.
- Coordination of reception staff.

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

- Salary: Up to 10 million JPY (based on experience) with a performance-based bonus.
- Work style: 40 hours per week with a flexible schedule.

- Fringe Benefits: Club membership.
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## Required Skills

### Candidate Profile:

### Required Skills and Experience:

- Exceptional communication skills, particularly with High-Net-Worth Individuals (HNWI) and celebrities.
- Background in PR, VIP relations, or luxury hospitality (e.g., luxury hotels, resorts, clubs, or brands).
- International experience is a plus.

### Language Requirements:

- Experience in members-only clubs, cabin crew, secretarial work, or similar fields.
- Fluent in Japanese (written and spoken).
- Proficient in English.
- Additional languages are a plus.

### Selection Process:

Screening → Casual Meeting → Interviews (2-3 rounds) → Reference Check

### Required Documents

Please submit your resume and CV in Japanese when applying.

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## Company Description