



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

★Offering top-tier pay in the industry !

### 募集職種

#### 採用企業名

サファイアラウンジ株式会社

#### 求人ID

1516746

#### 業種

その他（サービス）

#### 会社の種類

中小企業（従業員300名以下）

#### 外国人の割合

外国人 少数

#### 雇用形態

正社員

#### 勤務地

東京都 23区, 中央区

#### 最寄駅

銀座線、 銀座駅

#### 給与

600万円 ~ 1000万円

#### 更新日

2025年03月28日 00:00

### 応募必要条件

#### 職務経験

1年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル (英語使用比率: 25%程度)

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

大学卒： 学士号

#### 現在のビザ

日本での就労許可が必要です

### 募集要項

#### 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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## スキル・資格

### **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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## 会社説明