

CLIENT RELATIONSHIPS DIRECTOR PROFILE: NORTHSTAR TECHNOLOGIES ATLANTA, GA

CLIENT RELATIONSHIPS DIRECTOR AT NORTHSTAR TECHNOLOGIES

“At Northstar, we understand that private clubs are all about member experience. That’s why our focus from day 1 has been on delivering the best possible experience to our customers and their members.”

A unique and exciting career opportunity exists for an outgoing, personable individual who is passionate about client service, enjoys travel, understands club software, and enjoys working with club professionals.

Northstar Club Management Software was created by The Founders of Northstar Technologies in response to a consortium of clubs in search of a software platform designed specifically for clubs and meeting all of their recognized needs. Northstar then designed a Next Generation software solution by combining the most reliable infrastructure with the most advanced use of online data management, reporting and information dissemination techniques to dramatically enhance the impact and effectiveness of a club's overall operating performance. Northstar is a truly integrated software solution. Its award-winning software is used by 1000+ organizations to gain operational efficiencies and insights. Northstar is a Complete Club Management Software; this single database, purpose-built platform offers technology solutions that empower the club staff to provide unparalleled services and enhance member experiences.

Northstar is also the premier Community Association Management Software Solution provider covering all operational and management aspects of running a community association.

Northstar's client roster spans the entire gamut of the private club industry, from the top 1% of private clubs in America (the Platinum Clubs of America®) to smaller niche clubs. This is a testament to the alignment of market needs, vision, and the innovative technologies delivered through the proactive Northstar employees.

[Click here to watch a brief video about this opportunity.](#)

NORTHSTAR WEBSITE: www.globalnorthstar.com

CLIENT RELATIONSHIPS DIRECTOR – POSITION OVERVIEW

The Client Relationships Director reports directly to the COO, Imran Balkhi. The major focus of the position is to serve as an Ambassador for Northstar Technologies, a liaison between clubs and the customer satisfaction team, and a strategic thought partner with client services, product development, and sales to meet clients’ goals, enhance client satisfaction, ensure client retention, and further engage existing clients.

INITIAL PRIORITIES OF THE NEW CLIENT RELATIONSHIPS DIRECTOR

- Observe, listen, ask questions, and learn about products. Build trust and rapport with leadership and co-workers. Get to know and understand the company, services, product, and operation.
- Learn about the clients. Who they are, how long they have been a client, issues, current needs, point person, etc.
- Actively engage with clients. Build trust and rapport by being visible, responsive, and actively listening.
- Create a strategic plan to connect and visit all clients. Prioritize clubs that need more immediate attention, and thoughtfully create an annual calendar. Be proactive in determining the order of site visits.
- Cultivate and develop relationships with points of contact at all clubs through calls, Zoom, on-site visits, etc.
- Actively and creatively engage clients on a regular basis; develop multiple ongoing methods of communication to do so.
- Gather client insights in an empathetic, client-oriented manner and present information to Management at the home office with both data and observations.

- Work with the COO to develop a reasonable and deliverable timeline to respond to the client regarding their feedback.
- Create an immediate follow-up method for the client, let the client know their feedback has been received, and hold all accountable to the timeline.
- Deliver response to the client (in-person if appropriate).
- Track and report trending observations and provide quarterly reports to CEO & COO.

CANDIDATE QUALIFICATIONS

- A minimum of 3 years of middle tier management experience working in a club environment.
- Possessing a naturally high degree of Emotional Intelligence (EQ) along with positive self-awareness, and social adeptness.
- Being respectfully confident with an ability to connect with Northstar Customers.
- Ability to maintain confidential proprietary company information.
- Possess exceptional time management, communication, and organizational skills to manage travel schedule, client priorities and follow up.. Ability to organize and complete work in accordance with established timelines.
- **Must enjoy traveling to client sites to meet with senior management.**
- Ability to work well with a large client base, servicing multiple clients simultaneously.
- Have passion for providing high-quality client service and a commitment to exceeding expectations.
- Ability to collaborate well with cross-functional departments within the organization in a positive, optimistic manner.
- Be responsive vs. reactive; an exceptional communicator and listener.
- Possess excellent verbal and exceptional written communication skills to interact professionally with diverse clients and decision-makers.
- A proven record of strong organizational, managerial, interpersonal, and communication (verbal and written) skills to achieve outstanding member experience.
- Driven and self-motivated with a strong ability to prioritize and multitask.
- A true, confident, diplomatic, and competent industry professional with an engaging and polished presence who has a genuine desire to provide exceptional service.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

College degree is strongly preferred and/or extensive hospitality service or related client service experience.

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The company offers an excellent bonus and benefits package including association membership.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Prasad Suryadevara, CEO, and Imran Balkhi, COO and clearly articulate your alignment with this role; why you want to be considered for this position at this stage of your career, and why you will be beneficial to the Company if selected.

You must apply for this role as soon as possible but no later than Wednesday, May 10, 2023. Candidate selections will occur later that month with first Interviews expected in early June. The new candidate should assume his/her role in early/mid July 2023.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Northstar Technologies”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

If you have any questions, please email Holly Weiss: holly@kkandw.com

Lead Search Executive:

Michelle Riklan

Search & Consulting Executive, KOPPLIN KUEBLER & WALLACE

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