THIRDHOME

LUXURY PROPERTY & TRAVEL CLUB

Member Experience Associate

The Role

Our Member Experience Team at ThirdHome are skilled hospitality professionals that deliver world-class customer service to our high-net worth travel club members. In this capacity, you will interact with our members to help them maximize their club experience. As the "voice" of ThirdHome, The Member Experience Team plays a critical role in the success of the club.

As a Member Experience Associate, your responsibility is to provide your members with solutions and ideas to help them fully enjoy the benefits of our luxury travel club. You must be able to think quickly on your feet and adapt under pressure, enjoy being an integral component to a team, and have the ability to manage multiple tasks efficiently at one time.

Roles and Responsibilities (including but not limited to):

- Report to the Director of Membership Growth
- Actively manage an assigned book of business using HubSpot, back office dashboards, member activity reports, and other relevant KPI's
- Communicate with members via phone calls, emails and text message
- Assist members with prospective, active and past reservations, including follow-up and issues resolution.
- Help members manage their properties within the Club, including adding new weeks, updating photos and property details, and submitting new properties.
- Proactively identify disengaged members and potential cancellations, address concerns and make appropriate efforts to retain members
- Take ownership of individual booking, deposit, and other assigned production goals, consistently working toward established targets.
- Assist new members with setting up and navigating their online property portal
- Initiate follow up calls with members to review their past trips, assess future travel plans and present new opportunities to enhance their journey with ThirdHome.
- Approach solutions with members with a strong ability to prioritize and deliver on multiple projects and deadlines in a fast-paced environment.
- Utilize strong conflict resolution skills to de-escalate member interactions when necessary.
- Participate in targeted outreach campaigns and promotional initiatives.

- Participate in a rotational weekend coverage schedule for emergency situations, independently resolving issues whenever possible before escalating to management.
- Complete a minimum of 100 proactive engagements per week, separate from reactive communications to drive bookings, new property weeks, and overall member engagement.
- Develop an outstanding knowledge of the operations of our club in order to provide members with seamless access to solving their problems.

Experience & Qualifications:

- 3+ years of customer service and/or hospitality experience strongly preferred
- 2+ years of account management experience is strongly preferred
- Adaptable-ability to pivot in a high-growth and changing environment
- College education and/or degree preferred
- Experience in conflict resolution and de-escalation techniques
- Strong understanding of the luxury industry, global cultures, and international travel
- General understanding of CRM systems and functionality
- Proficient in critical thinking and information processing
- Proficiency in Microsoft Office and HubSpot preferred

Benefits:

- Option to work remotely, if not located in the Nashville, TN area
- Group Health Plan with BlueCross/BlueShield, company pays 60%
- Health Savings Account and a Flexible Savings Account
- Vision and Dental with BlueCross/Blue Shield of Tennessee
- 401k Retirement Plan including a 50% match up to 6% of your contribution
- Short-term and Long-term Disability 100% company paid
- Basic Life Insurance/AD&D, 100% company paid
- 1 Key earned quarterly to be used for travel to ThirdHome properties around the world.