

WALDENWOODS

Resort and Conference Center

2975 Old US 23 P.O. Box 248 Hartland, Mi 48353

810-632-6400 FAX 810-632-5187

www.waldenwoods.com

email president@waldenwoods.com

September 6, 2011

Lifestyle Membership Sales Associate – Job Description

Job Summary:

This position reports to the Membership Sales Director who will set hours and tour schedule. This is a part time position with primary work days occurring Friday, Saturday and/or Sunday. Lifestyle Memberships include Community Social and Resort Lodging memberships and exclude our Camping and Executive memberships. The Lifestyle Membership Sales Associate will have first priority for tours who do not own an RV. It will be up to the Sales Associate to come up with new marketing efforts to increase tour traffic. While on duty, other office & marketing duties will be required when tours are not assigned. Organizing and staffing of shows and fairs will also be required.

The Sales Associate Responsibilities:

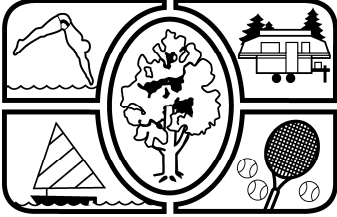
- Exceeding or meeting personal sales targets while demonstrating a solid customer focus
- Initiating and leveraging sales opportunities with the existing and prospective customers while developing and maintaining key clients.
- Developing a strong product knowledge as well as customer knowledge.
- Providing inputs, creative solutions, and ideas to the management team on organization offerings.
- Managing and prioritizing sales leads prepared by the Marketing department, developing new accounts through analyzing, exploring, networking, and referrals.
- Maintaining accurate sales database for reporting, mailings, and marketing programs
- Working on special projects and contributing to team effort.
- Providing detailed updates on job activities to the Sales Director.
- Providing feedback from clients in order to access possible improvements to existing products and also the need for new products.

Skills:

- Passion to turn prospects into customers and persistent determination with telephone sales
- Able to understand customer's needs, solve their problems and put customer in the picture.
- Proactive and self-controlled work ethic; Self-starter.
- Exceptional communication skills and relationship building skills
- Good organizational and excellent time management skills
- Providing inputs, creative solutions, and ideas to the management team on organization offerings.
- Managing and prioritizing sales leads prepared by the Marketing department, developing new accounts through analyzing, exploring, networking, and referrals.
- Highly proficient level computer skills including Ms Word, PowerPoint, Excel, Outlook, and CRM products

Physical Requirements

- A valid driver's license is required; drug test must also be passed to qualify for position.
- While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hands to finger, handle or feel or operate objects, tools, or controls. The employee is occasionally required to sit, climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.



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- The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include, close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.

Salary and Benefits

- This is a commissioned position at 8% commission. Commission rate will be increased to 10% after close rate of 15% is achieved for 3 consecutive months. If bi-weekly commission is less than minimum wage/hour, then compensation will be at least for hours worked at \$7.4/hour.
- 100% matching simple IRA savings plan of up to 3% of salary is available after 2 years of employment for those with a minimum income of \$5,000 annually.

What we're looking for...

- Our Mission today is to – “Improve Our Member's and Guest's Quality of Life!”
- We're glad you're thinking about working with us! Whether it's a part time job or a career, we want you to enjoy working here. We know you'll find your employment a happy and rewarding experience. At Waldenwoods your PRIMARY OBJECTIVE should always be to build and maintain RELATIONSHIPS with members and guests through EXCEPTIONAL CUSTOMER SERVICE. No single factor is more important than your dedication and effort to this objective.
- At Waldenwoods, who you are as a person counts for as much as what you know. We're looking for the right attitude. Our goal is to hire great, talented people. We have always emphasized that outstanding people are the key to our success. Through the efforts of our people WALDENWOODS has become a leader in our industry.
- My best wishes to you and thank you for taking this first step in getting to know our company.

Brian C. Crouse

President & C.O.O.

president@waldenwoods.com