

MEMBERSHIP SECRETARY



JOB DESCRIPTION

Responsible To: Chairperson

Job Purpose: To administer the clubs membership.

OVERVIEW

The primary role of the Membership secretary on the Ordinary Committee is to respond to all new member enquiries in a timely and efficient manner, ensuring that potential members are directed to the website and given all the information required to satisfy their requests. The membership secretary will also encourage potential new members to attend their first three free sessions in order to evaluate the Club and will liaise with the Coach with a view to the Coach also responding to the potential new member regarding training session times, activities and instilling confidence to enable a new member to participate without feeling intimidated in any way. The Membership Secretary will also accept new and renewing membership payments, keep accurate records and ensure that payments are paid directly into the bank in a timely and regular manner. Finally, the role also involves activities toward membership retention.

MAIN DUTIES

- Respond to all incoming new membership enquiries and pass on such enquiries also to the Coach for club session clarification.
- Send out reminder to all existing members at least one month before the end of the current Club year that renewals will become due on the 1st April
- Set a renewals deadline date, encourage membership renewals and chase late payments.
- Accept and manage new and renewal membership payments and ensure that these are paid directly to the club bank account in a timely and frequent manner for bank deposit.
- Ensure that all NEW applications are accompanied with a completed application form and the correct payment.

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- Pass basic details of each new member to the webmaster for inclusion on the members' area members listing page.
- Request, from the member, a high resolution facial photograph and forward to the webmaster for the members gallery.
- Ensure that all new and renewing member details are registered with the UKA in a quick manner. Once registered email the new member with their UKA number in order that they can start using it when entering races.
- Keep accurate and up to date records of current membership payments and regularly update the Club Treasurer and Club Secretary with such records.
- Keep accurate records of previous years membership payments.
- Keep accurate and up to date records of past and present members
- Be responsible for stock, replenishment of stock (in conjunction with the Merchandise Officer) and distribution of the Club High Visibility Running Bibs to each and every new joining member upon full payment of their annual membership fee only (free to joining members, chargeable as replacements to existing or renewing members who have lost them)
- At their discretion, develop a nil to low cost Welcome Pack for new members consisting of a Welcome letter' from the Club Chairman, details about the Club Championship, Instructions on purchasing a Club Vest or other Club Merchandise and informing the new member of the current web site members area password.
- Ensure that all new members do not feel intimidated by comparing their own standard to the standards of, perhaps, more experienced runners and to make them feel welcome at all times.