



Albany Cycling Club



JOB DESCRIPTION FORM

Position Identification

Position Title	Membership Co-ordinator
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Position Relationship

Responsible to	The Membership Co-ordinator is directly responsible to the Management Committee of the ACC.
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Objectives

Key Objective of the Position	<p>To help the Committee meet the needs of all Club members by:</p> <ul style="list-style-type: none">• Responding to queries from prospective members.• Working with Committee to maintain and increase membership, particularly sub-groups such as women and juniors.• Checking accuracy of membership data on IMG website, and be familiar with range of members (e.g., age).• Ensuring new members are welcomed to the Club and informed as required.• Regularly assessing member satisfaction, and developing ways to improve satisfaction where necessary.
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Key Responsibilities

Register of Members

1. Access and be familiar with IMG database of membership on website.
2. Ensure privacy legislation is upheld in collecting and disseminating information.
3. Provide regular updates to Committee & Race Coordinator on memberships as required.
4. Keep updated list of licence categories and emergency contact details to be accessed as required by Race Coordinator and Committee on race day.

Welcoming New & Renewing Members

1. Inform prospective or renewing members of all membership options and encourage them to make an informed choice.
2. Promote and model a 'welcoming' Club environment to encourage new member participation in Club events.
3. Prepare, regularly review and distribute a 'new member' information package
4. Acknowledge renewing members and distribute an annual information package.

Promoting

1. Maintain contact with Club members and develop ideas for expanding membership of the Club.
2. Assess member satisfaction at least annually by developing and implementing surveys and other kinds of contacts.
3. Recommend actions to the Management Committee to engage new members, improve the level of satisfaction of all members and co-ordinate such actions as it decides.

Key Knowledge and Skills

Knowledge

1. Is well informed of all Club activities and its resources, both financial and human.
2. Has some knowledge of designing simple member surveys and other methods of testing member needs and satisfaction.
3. Is aware of licence/membership options to help determine best choices for potential/renewing members.

Skills

1. Has skills to use web-based IMG database.
2. Is accessible to potential and existing members, especially at renewal times.
3. Has good communication skills and is friendly and welcoming on behalf of the Club.
4. Is able to interpret information from surveys and write practical recommendations as required.
5. Has the time and ability to identify practical ideas for improving member numbers and services.
6. Is able to organise Club resources to implement selected practical ideas for improving member services.

Handover

I have completed a handover/induction for the role of Membership Co-ordinator with _____ and agree to advise the new appointee on issues related to the role.

Signed..... Date.....

Agreement

I have read and understand the requirements of the role as detailed in this job descriptions form. I will undertake the role as described to the best of my ability and accept the responsibilities and duties for the position as described on this job description form.

Signed..... Date.....