



## POSITION DESCRIPTION

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Position: Membership Manager

Responsibility: This position is a key role within the Club and the focal point for its members. It includes responsibility for managing the pre-season membership registration and team registration process, managing of the Club's membership databases and the production and distribution of team sheets and various reports, responding to queries and issues relevant to membership of the Malvern Tigers, and managing the Club's use of Waverley Basketball Association's (WBA) Club Express application.

The position comprises all the tasks previously performed by the Membership Officer, as well as tasks relating to ClubExpress previously performed by the Administration Officer.

This is a volunteer role for which the Club reimburses expenses incurred, therefore under the Club's Constitution the Membership Manager reports to, but is not a member of, the Executive Committee. The Membership Manager reports to the Executive Committee via the Membership Officer.

Tasks – Ongoing:

- Monitor the Club's email inbox and respond to email and telephone requests from prospective new members for information about the club.
- Maintain the Club's Junior membership database on (currently SportsTG) in line with the Club's Constitution and good data management principles, including data integrity, member privacy, information security and backup;
- Collect mail from the Club's PO Box, pass non-membership mail to the Secretary, Administration Manager or Finance Manager as appropriate.
- Produce reports on membership and teams for Executive Committee meetings, Annual General Meeting and other users (e.g., City of Stonnington, Waverley Basketball Association (WBA)).
- Work with the Finance Manager to ensure players are financial for the current season.

Tasks – Junior membership registration and team selection (Summer and Winter seasons):

- Update Junior registration forms on Sports TG (or replacement platform), including confirming season fees with Treasurer.
- Prepare email list for season, including identifying players that sat out the previous season.
- Send pre-registration email to all current members, asking for updated contact details.
- Send email to mailing list advising registration open on SportsTG (or replacement platform) and provide text and URL to Sports TG to Administration Manager to update website.
- Monitor online registrations on SportsTG (or replacement platform), including sending updates on registered players to Age Group Coordinators (AGCs) during the registration period, and assisting members resolve registration issues.
- Extract subscription funds received reports from SportsTG and pass onto Finance Manager for reconciliation to payments received.
- Create team selection lists then distribute to AGCs and Selection Panels.



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- Receive team selections from AGCs and Selection Panels, and coaches and training times from Coaching Director, and create teams in MS Excel, including select and allocate Team Managers to teams.
- Produce draft team sheets lists and coordinate review and approval by AGCs and Selection Panels, including process changes.
- Produce final team sheets in MS Excel, print as individual PDFs and email to members (usually 70-85 teams), including resolve email delivery failures.
- Register teams in the WBA competition, and arrange for the Finance Manager to pay the registration fees.
- Input teams and players into Club Express before the season commences.
- Monitor and update Club Express during the season including liaising with WBA over team changes.
- Manage waitlisted players from late registrations and pass parent requests and complaints about team selection to AGC's for resolution.
- Process changes to teams as advised by AGC's from time to time and re-issue updated team sheets to Team Managers for distribution (usually 50-70 changes per season).
- Produce and distribute other reports from SportsTG (or replacement platform) as required, including: Coach and Team Manager details, uniform number details and new player details for Administration Manager.
- Sole point of communication with WBA.
- As the season commences, continue to monitor email daily for any queries or issues.

### Tasks – Senior teams (Summer and Winter seasons):

- Update Seniors registration forms (currently TryBooking), including confirming fees with Seniors Team Managers and Treasurer.
- Obtain Seniors email list from Team Managers and send email to Seniors mailing list advising registration open on TryBooking.
- Monitor online registrations on TryBooking and assist members resolve registration issues;
- Extract subscription funds received reports from TryBooking and pass onto Team Managers (to follow up late registrations) and Finance Manager (for reconciliation to payments received).

### Tasks – Cubs Clinics (Term 1 and Term 3):

- Update Cubs Clinic registration forms (currently TryBooking), including confirm fees with Cubs Coordinator and Treasurer.
- Provide text and URL to TryBooking to Administration Manager to update website.
- Monitor online registrations on TryBooking, including sending updates on registered players to Cubs Coordinator during the registration period, and assist members resolve registration issues.
- Extract subscription funds received reports from TryBooking and pass onto Finance Manager for reconciliation to payments received.



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- Manage waitlisted players from late registrations.

### Tasks – Reporting:

- Brief the Secretary of key activities and issues (if any) ahead of each Executive Committee meeting.
- Prepare a written report to the Club’s Executive Committee to be tabled at the Club’s Annual General Meeting.

Effort: Overall, the Membership Manager role represents a substantial workload, and would be best suited to someone that does not work in a full-time role.

The Junior season membership and selection process takes around 10 weeks from commencement of planning to a slowing of changes to final team sheets. For the Winter season, this is February to April (Term 1). For the Summer seasons, this is July to September (Term 3). During the busiest period, there are 4-5 weeks around player registration and team selection when 2-3 hours/day are required. The Senior teams and Cubs Clinic are less demanding, requiring 5-8 hours per season (combined). At other times, ongoing responsibilities require around 4-5 hours/week. Expected hours per Season are set out below:

	Pre-season (Terms 1 and 3) (expected hours per season)	During season (Terms 2 and 4) (expected hours per season)
Ongoing	10-20 hours	50 hours
Junior team registration and selection	80-110 hours	
Senior team registration	5-10 hours	
Cubs Clinics registration	5-10 hours	
Total	100-150 hours	50 hours

Reimbursement: The Membership Manager is a volunteer role, and the Club will reimburse the Membership Manager for expenses incurred.