



POSITION DESCRIPTION

Position: Membership Officer

Member of the Executive Committee

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 election process, managing of the Club's membership database and the production and distribution of team sheets and various reports, and responding to queries and issues relevant to membership of the Malvern Tigers. Because the role provides visibility to many of the issues and concerns of members, the Membership Officer also makes an important contribution to the deliberations of the Executive Committee.

Tasks – Ongoing

1. Monitor the club's email inbox, and respond to email and telephone requests from prospective new members for information about the club;
2. Maintain the club's membership database on Fox Sports Pulse (FSP) in line with the club's Constitution and good data management principles, including data integrity, member privacy, information security and backup;
3. Collect mail from the club's PO Box on at least a weekly basis. Pass non-membership mail to the Treasurer, Secretary, Administration Officer or Uniform Officer as appropriate;
4. 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));
5. Work with the Treasurer to ensure players are financial for the current season;
6. Receive and record WWC Check details for coaches; and
7. Contribute to the broader governance of the Club through the Executive Committee.

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

1. Prepare, socialise and distribute timeline for season registration and selection process;
2. Update registration forms on FSP, including confirming season fees with Treasurer;
3. Prepare email list for season, including identifying players that sat out the previous season;
4. Send pre-registration email to all current members, asking for updated contact details;
5. Send email to mailing list advising registration open on FSP, and provide text and URL to FSP to Website Coordinator to update website;
6. Monitor online registrations on FSP, including sending updates on registered players to Age Group Coordinators (AGCs) and Head Coaches during the registration period, and assisting members resolve registration issues;
7. Extract subscription funds received reports from FSP and pass onto Treasurer for reconciliation to payments received;
8. Create team selection lists then distribute to AGCs and Head Coaches;
9. Receive team selections from AGCs and Head Coaches, and coaches and training times from Coaching Director, and create teams in MS Excel, including select and allocate TM's to teams;



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10. Produce draft team sheets lists and coordinate review and approval by AGCs and Head Coaches, including process changes;
11. Produce final team sheets in MS Excel, print as individual PDFs and email to members (usually 70-85 teams), including resolve email delivery failures;
12. Provide team list data to the Secretary and Administration Officer to enable entry of teams in the WBA competition;
13. Manage waitlisted players from late registrations and pass parent requests and complaints about team selection to AGC's for resolution;
14. 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);
15. Produce and distribute other reports from FSP as required, including: Coach and TM details for Secretary; Uniform number details for Uniform Officer; New player details for Administration Officer; and
16. As the season commences, continue to monitor email daily for any queries or issues.

Tasks – Senior teams (Summer and Winter seasons)

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

Tasks – Cubs clinics (Term 1 and Term 3)

1. Update Cubs Clinic registration forms on FSP, including confirm fees with Cubs Coordinator and Treasurer;
2. Provide text and URL to FSP to Website Coordinator to update website;
3. Monitor online registrations on FSP, including sending updates on registered players to Cubs Coordinator during the registration period, and assist members resolve registration issues;
4. Extract subscription funds received reports from FSP and pass onto Treasurer for reconciliation to payments received;
5. Create Cubs Clinic lists then distribute to Cubs Coordinator;
6. Manage waitlisted players from late registrations.

Effort: Overall, the Membership Officer 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



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(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.