

RLTC Membership Secretary Role Description

Overview of the Role

The Membership Secretary co-ordinates the membership renewal process and deals with all incoming membership enquiries.

What you will be doing

Exact responsibilities will be agreed (and may be shared) but will likely include:

- Responding to all enquiries from potential new members in a timely manner
- Creating membership packages on ClubSpark and changing the price pro rata accordingly
- Provide support for members who struggle with using ClubSpark
- Meeting new members to give short inductions and keys for courts
- Maintaining a database of members, including equality monitoring data where possible
- Producing membership status updates/reports for the management committee as required
- Suggesting new membership offers, i.e. for attendees of club open days

Skills and experiences needed for the role

- Excellent communication skills – verbal and written
- Good IT skills
- Well organised
- Enthusiastic

Training and support available

Before starting in this role, you will receive training from the outgoing membership secretary who will go through the process with you. You will receive ongoing support from the president.

Commitments

- Time commitment will vary dependent upon tasks but on average this will be around 3 hours per week
- You will be asked to attend management committee meetings where possible

Further Information

- This role does not require a DBS check