



POSITION DESCRIPTION

Position: Member Services Co-ordinator

Reports to: General Manager

Role Purpose: This role is responsible for the member facing aspects of the club. It focuses on Member Services, Communications, General Administration, Revenue Generation administration support, and some administration support for Community Engagement activities, Education, Surf Sports and Nippers teams

Key Responsibilities

1. Member Services

- Membership registrations and transfers (existing and new)
 - Coordinate member registration and payment process at the start of and during each season (online through SLSA Member Hub and face to face)
 - Issue appropriate communications to members to educate them on the registration process and deal to FAQ's
 - Coordinate registration days (primarily nippers) at start of each season, including communications, facility setup, catering, merchandise sales, sponsor displays, etc
 - Transfer requests - issue regular reporting to the BOD on incoming/outgoing requests and co-ordinate actioning of the request (in Surfguard)
- Uniform/Merchandise
 - Planning of club approved on and off beach merchandise/uniforms, after engagement with relevant stakeholders seeking input
 - Co-ordination of systems for members to order, pay for and receive items, and for the club to hold reserve stock as required
 - Monitor club stock with a view to holding minimal or aged stock at end of season
 - Co-ordinate volunteers to run the uniform shop (Sunday mornings, pre carnivals, start of season) and assist with issues as required.
- Club Events
 - Co-ordination of the set-up, communications, and logistics with respect to major club events such the Annual Awards Dinner, the SLSWA Awards of Excellence, Life Members lunch, end of season Volunteers Thankyou function, Carnivals, etc
- Club Handbook
 - maintain and improve member handbook
- Season Calendar
 - maintain and communicate via relevant system a calendar for relevant events such as carnivals, club functions, reguals, etc
- Working With Children compliance
 - Maintain club records with respect to members requiring WWC clearance, and follow-up on renewals

2. Communications

- Create and execute communications on the club's various platforms (noting the platforms may change over time), while ensuring the story aligns with club strategy and culture:
 - Islander newsletter
 - Website
 - Social Media (Instagram, Whatsapp)
 - TeamApp
 - TI Member Hub
- Co-ordinate the taking, storing and distribution of photos and videos from carnivals and club events
- Poster, signage, flyer development as required

3. General administration

- Admin office reception
 - initial point of contact for members, stakeholders and general public
 - handle/redistribute enquiries as relevant (membership, deliveries, hall hire, etc)
 - receive deliveries and transfer to secure/appropriate area
 - attend to incoming phone calls, mail and emails and redistribute as required. Clear office messagebank for messages received when office is unattended and return calls as required
- Club Records
 - recording and archiving of club records such as correspondence, Financial and Bank information, membership forms, Proficiency forms, Police Clearances, Working with Children Checks etc.
 - Sharepoint – maintain a logical and easily accessible folder format and ensure appropriate security levels for each user type
- Purchasing
 - Order office stationery, IT supplies, staff uniforms, tea making supplies, etc as required
 - Ordering and payment of club equipment (furniture, boards, skis, ute, IRB's, from approved suppliers as requested by BOD/Managers)
- Special Licence Plate (vehicle) applications
 - attend to enquiries and process applications and payments. Keep a record of numbers applied for
- Check SLISA national website weekly for Circulars, Bulletins and updates and distribute as required. Copy and keep on file for Club records.

4. Revenue Generation admin support

- Provide general admin support to the GM with respect to Sponsorships Grants, Fundraising/Raffles, etc

5. Community Engagement

- Provide general admin support to GM and the BOD with respect to Community Engagement activities such as Silver Salties, etc

6. Education admin support

- Assist Club Trainers where necessary with paperwork and data entry of skills maintenance and new awards

7. Surf Sports admin support

- Athlete Equipment subsidies
 - Co-ordinate required paperwork and payments
- Trophies
 - Co-ordinate the production of trophies for Nippers, Annual Awards, etc

8. Nippers admin support

- Nippers Open Day, Nippers Xmas party
 - Assist the Director of Nippers with setup for these days
- Nipper Proficiency
 - Process Nipper proficiency forms

9. Other admin

- Assist fellow admin team with other duties as required and mutually agreed

Key Position Requirements

Essential Skills & Experience

- Strong administrative and organisational skills with experience in managing an organisation's operations.
- Excellent communication and interpersonal skills to engage with members and stakeholders.
- Proven ability in communications management and content creation
- Ability to manage compliance requirements, including regulatory obligations for lifesaving, fundraising, and membership records.
- High attention to detail and ability to manage multiple tasks effectively.

Desirable Skills & Experience

- Knowledge of Surf Life Saving operations or experience in a community club environment
- Experience in community engagement activities.
- Familiarity with SurfGuard or similar membership management systems.
- Previous experience liaising with local councils and government agencies.
- Demonstrated understanding of the dynamics of working in a NFP volunteer-based organisation

Employment Conditions

- The role is based at Trigg Island Surf Life Saving Club
- This is a 3 day a week role (0.6FTE), with the days in office co-ordinated with the other admin team members to provide 5 day a week reception coverage (operating hours to vary seasonally). Flexibility required for occasional weekend and evening work depending on club activities.
- Role logistics may change with the agreement of both parties.