

# WESTERN RESERVE ROWING ASSOCIATION

## MEMBERSHIP COMMITTEE COVER SHEET - 2018

<b>COMMITTEE</b>	<b>Name</b>	<b>Email</b>	<b>Preferred Phone</b>
Director in Charge	Frank Campbell	membership@westernreserverowing.com	
<b>Chairman</b>			
Member			

Date approved by WRRR Board of Directors: 2.12.18

**Mission of WRRR:** WRRR provides and promotes adult competitive and recreational rowing for the Northeast Ohio community through quality programming.

**Primary Purpose of Committee:** To manage the registration of all WRRR members and collection of all associated fees, to communicate program offerings and fees to the membership and the public, and to respond to all inquiries regarding membership.

### **Scope – Responsible for:**

1. Registration of all WRRR members, maintenance of Member database and contact information, and collection of associated fees utilizing Activenet.
2. Collecting and maintaining appropriate signed waivers, agreements and policies of membership.
3. Compiling and publishing an official “description” of all programs.
4. Providing information to Directors about registration and membership as requested.
5. Providing Treasurer with account receivable and other Activenet financial reports as needed.
6. Providing WRRR rosters (assessment head counts) and relevant waivers to the CRF.
7. Communicating with membership and public on matters related to Membership.
8. Drafting and updating Membership Applications, Refund and Payment Policies, Waivers and other membership policies as needed and submitting to Board for Approval.

### **Goals – For 2018:**

1. Identify ways to improve the registration experience.
2. Provide clear information to membership regarding fees, programs and registration.
3. Train the Club Manager to use Activenet for certain tasks in support of Membership responsibilities.
4. Provide timely and professional responses to email inquiries.

### **Authority – Specifically Authorized to:**

1. Monitor the membership email account and correspond with members who write to this address.
2. Communicate with the full membership (via Director) utilizing Activenet or any other email system.
3. Use Activenet to set up registration and associated fee collection, including the Volunteer Deposit.
4. Work with Communications Director to populate the WRRR website and media with information regarding programming, registration and policies.
5. Certify Volunteer Deposit refund recommendations received from the Volunteer Director.
6. Make refund decisions in compliance with our refund policy.
7. Collect Signatures from Members on waivers and other member-related documents.