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**POSITION DESCRIPTION – QMA Registrar**

**Position Title:** QMA Registrar

**Employment Status:** Volunteer Permanent Part Time

**Expected Commitment:** September/October: approx.1 hour per day

Remainder of Year: approx. 2 hours per week

**Accountable to:** QMA Management Committee

**Queensland Masters Athletics Association (QMA)** promotes fitness, fun and friendship through a range of athletic activities for everyone, from beginner to age group elite standard. Membership starts from 30 years through to 100+.

**Primary Purpose of the Position**

* To publicize QMA membership information and fees;
* To process new QMA membership applications and membership renewals;
* To supply competition bibs and relevant information to new members;
* To supply membership information and data to authorised persons as required;
* To respond to membership enquiries through various sources as required;
* In conjunction with the QMA Management Committee, to device and implement marketing and communication strategies to attract and retain members.

**Duties**

Duties and responsibilities include, but are not limited to:

*Publicize Membership Information and Fees*

* Prior to the start of each membership season, and at a determined mid-point of the existing season, supply membership fee information as determined by the QMA Management Committee to:
  + Queensland Athletics for update in the online registration system;
  + The QMA Webmaster for update of the Registration page on the QMA website and the QMA e-news editor for publication.

*Process Membership Applications*

* Membership applications/renewals are received in one of two formats:
  + Online Registration – if a new member the Registrar will need to allocate a membership number and add a new membership record to the QMA database based on the online information; if an existing member renewing then the Registrar needs to check if their personal details have changed, update the QMA database record and record the member as financial for the new season;
  + Paper Membership Form - if a new member the Registrar will need to allocate a membership number and add a new membership record to the online system AND the QMA database based on the supplied information; if an existing member renewing then the Registrar needs to check if their personal details have changed, update the online system AND QMA database record and record the member as financial for the new season. In either case the Registrar must forward payments/payment information to the QMA Treasurer for processing.
  + Visitors – competition visitors must pay QMA $10 the first time they visit. The Registrar maintains a record of visitors for the current season and enters the visitor’s details to the online system.

*Supply Competition Bibs and Information*

* For each new member the Registrar must allocate competition bib numbers and supply these with a welcome letter to the member by post or in person at a local track meet;
* Occasionally existing members will misplace their competition bibs in which case the Registrar will issue a new membership number and bibs and update the online system and QMA database.

*Supply Membership Information*

Various parties require access to QMA membership information to do their jobs. In supplying this information the Registrar must do so in manner which accords with National Privacy principles. The following is a list, not necessarily exhaustive, of the parties who require this information:

* Meet Manager operators at Brisbane and Gold Coast track and field competitions – the QMA database automatically generates a file for this purpose;
* The QMA Statistician – requires membership information from the QMA database prior to every local and major national or international meet involving QMA athletes;
* The QMA Treasurer – at the end of each quarter the Treasurer requires information on new/renewing members for the previous 3 months to pay national capitation fees and regional funding – this information can be generated from the QMA database;
* The QMA Management Committee – prior to each meeting of the committee the Registrar provides a report of the current ,membership status, based on a report generated from the QMA database;
* The Australian Masters Athletics National Registrar – requires membership reports for international competitions – generated from the QMA database;
* The QMA President, Volunteer Coordinator, Competition Entries Officers – require ad-hoc membership reports – can be generated from the QMA database;
* The Athletics North Queensland Events Manager – requires information on ANQ masters members periodically – can be generated from the QMA database.

*Respond to Membership Enquires*

* The Registrar will receive enquiries about membership from prospective or existing members either directly or through the QMA website. They must supply the requested information in good time or forward to others if clarification is needed.

*Attract and Retain Members*

* The Registrar has joint responsibility with the QMA Management Committee to promote QMA membership. They may do this through:
  + Sending membership reminder emails to members from the previous year who have not renewed, promoting the benefits of QMA membership;
  + Requesting feedback from current and previous members as to how QMA may improve their service and membership experience;
  + Ensuring the website information about membership is inclusive, easy to navigate and allows them to easily join QMA.

**Direction/Supervision Received**

Full training and ongoing support will be supplied by the outgoing QMA Registrar.

**The Person**

This position requires a dedicated person with good computer skills, an attention to detail and the ability to work effectively with others and deliver information in a timely manner.

They must be able to present a positive image of QMA and interface with QMA members and others in the athletic community in a confident, friendly and helpful manner.

**Criteria**

To apply for this position you will need to demonstrate your ability to meet the requirements listed below:

* A reliable personal computer or regular access to one with Microsoft Access installed and a printer (QMA will reimburse you for all reasonable consumable costs and other costs incurred in performing this role);
* Good computer skills and the ability to navigate online systems confidently;
* Great attention to detail;
* Strong verbal and written communication skills.