

MEMBERSHIP DIRECTOR JOB DESCRIPTION

Revised 11-15-23

A. REFERENCES

1. By-Laws & SOP's for The Villages Women's 18-Hole Golf Association
2. Big Sister Program Instructions
3. Membership Application

B. GENERAL

1. As a voting member of the Board of Directors, the Membership Director should be familiar with the By-Laws and SOPs as they are a source of authority and the guidelines for conducting Association business.

C. DUTIES

1. Keep the official membership list up-to-date with the Handicap Director and inform the Board, Play Day Director, Handicap Director, Ringer Chair, Web Master, and the Captain of any additions, deletions or corrections.
2. New-Member Application:
 - a. E-mail a copy of the Application form to the potential new member. She may also obtain a copy in the posting room in the Membership Tray.
 - b. Receive the completed applications and fees from new members.
 - c. Confirm with the Handicap Director that the applicant meets the club's eligibility requirement, maximum Index of 38.5 equivalent to a Villages course handicap of 40 from the 2 & 3 Combo Tees.
 - 1) The Handicap Director will issue a GHIN number to applicants who do not have one. See Attachment: **Membership Qualification Procedures**, for additional clarification.
 - d. Scan, e-mail and provide a hard copy of the application to the Captain, Handicap Director and the Treasurer
 - 1) Include the check with the application copy to the Treasurer.
 - e. Once the application is approved and new member orientation has been completed, send new member's name, e-mail, phone # with an updated Membership Roster (note new member and change date of Roster) to the following:
 - 1) Group e-mail administrator (Captain)

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- 2) Handicap Director
 - 3) Play Day Directors
 - 4) Ringer Chair
 - 5) Web Master
- f. **Notify the Pro Shop Liaison to update the Chelsea System for the 18 Hole Ladies sign-up authorization.**
- g. Update and revise the application form as needed.
3. New-Member Orientation:
- a. Assign a “Big Sister” for each new Member and provide the Big Sister with a copy of the “Big Sister” instructions.
 - b. Conduct an orientation / social meeting (individual or group) inviting the Big Sister and new Member.
 - c. Provide a packet that contains the welcoming information and the current Handbook.
 - d. Explain the “Welcome Letter”, acquaint them with all the other materials in the packet, answer any questions, and address any concerns.
 - e. Explain that you will arrange for them to play with her “Big Sister” the first time and other times, if necessary, on play days. That person or others will help them with signing in, lunch procedures, chip ins, keeping score, signing the cards and posting. During the round, the experienced member will answer questions and give helpful information. We want members to feel comfortable and welcome!
 - f. Take a picture of the new member to be published in the Villager paper-
4. Introduce each new member and their “Big Sister” at lunch on their first play day and have the Big Sister provide some brief background information to the membership.
5. Handbook:
- a. Share with the Handbook Chair and the Co-Captain, the responsibility for preparation and distribution of the revised Handbook for the coming year. This requires giving a computer file of the membership list to the Handbook Chair by Dec. 1st of the current year, in order for the Handbooks to be ready by January 1st of the next year.

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- b. Inform Captain of all changes to membership to be blasted out to members. Notify the Pro Shop Liaison and Play Day Director of all membership updates.
 - c. The revised Handbook shall be available beginning the first Thursday in January and every Thursday for that month for distribution to the membership. **Put each member's name on a Handbook. This ensures that each person is issued only one. Also provide a copy to the Pro Shop and the Villages Activities Department.**
 - d. Assist the Handbook Chair and the Co-Captain by providing accurate ongoing membership data.
6. Following the October Board Meeting, notify Members of next year's dues by October 31st. ***This can be done via an email from the Captain.***
 7. Before mid-December, provide the Business Office of the Villages with a list of all the members (Associates and Regular Members) for the coming year. Indicate the dollar amounts to be billed to each group per the Application Forms.

D. ADDITIONAL RESPONSIBILITIES

1. The Membership Chair will contact Public Safety to get on their Resident Change Report distribution list.
 - a. Review the Resident Change Report for Ladies 18 Hole members that may have moved inter-Village, moved out of the Villages, or have passed away.
 - b. Contact the Captain of any member changes identified from this report so she can update her e-mail distribution list.
2. Revise and update the "Welcome Letter", the "Big Sister" instructions, the "Membership Application" and this Job Description as needed and forward to the Policies and Procedures Administrator.
3. Keep a copy of the Job Description in the Membership Binder and give one copy to the Captain.
4. It is recommended you host a get-together of new members to introduce them to each other and gather feedback. (What can we do to make them feel more welcome?) etc. Attending the annual Village's Open House and new resident socials is also recommended.