

MEMBERSHIP DIRECTOR JOB DESCRIPTION

Revised 12-12-24

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, Ringer Chair and Web Master of any additions, deletions or corrections.
2. New-Member Application Process:
 - a. E-mail the online Application link to the prospective new member:
<https://villageswomensgolf.vgcc.club/join/>
 - b. Upon receipt of the Application, confirm with the Handicap Director that the applicant meets the Club's eligibility requirement of a 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 for applicants that do not have one. See the **Membership Qualification Procedure** for additional clarification.
 - c. Assign a Big Sister and conduct a joint Orientation Meeting with the new member.
 - 1) Include the check with the application copy and give to the Treasurer.
 - d. Once the application is approved and new member orientation has been completed, update the 18-hole roster (including revision date) and email to the Board of Directors, Ringer Chair, and Web Master, advising of the new members status and history of play.
 - e. Notify the Pro Shop Liaison to update the Cobalt System for the 18 Hole Ladies sign-up authorization.
3. New-Member Orientation:

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- 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, the current Handbook, and bag tag.
 - 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 her 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, Posting Room and uploaded to the website.
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. After the October Board of Directors meeting, construct an email blast for the Captain to send to the membership requesting any updates for the following year’s Handbook. Changes may include, but are not limited to: names, tee, address, emails, phone, dual membership, primary membership, etc. All changes should be emailed to the Membership Director.
 - b. Coordinate an electronic file handoff to the Handbook Chair to ensure distribution at the Holiday Luncheon in early December.
 - c. Coordinate an electronic file handoff to the Treasurer to ensure that proper billing of membership dues is handled with the Villages accounting group.
 - d. Coordinate an electronic file handoff with the Handicap Director to ensure proper NCGA dues payments are handled with The Villages accounting group.
 - e. Ensure the Pro Shop Liaison receives the updated copy of the electronic file by year’s end to ensure proper tees are recorded for the start of the new year.
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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.