



Job Description: Director of Membership

Purpose: To assist with the leadership and general promotion of the Wanless Park Community Tennis Club in the general area of club membership. As a Board Member, support the organization's objective of encouraging and promoting the game of tennis amongst the membership and in the community to lead the Club into the future.

Responsibilities include:

- Establish, measure and monitor overall long- and short-term goals, objectives and priorities for Wanless Park Community Tennis Club in meeting the needs of the community; such as being an ambassador for the club in the community, and upholding and championing the values of the club.
- Develop and nurture a relationship with the members to foster a welcoming and inclusive club environment.
- Assist and advise the Board in developing strategic plans for future policies related to membership.
- Together with the President and Vice President, make a recommendation for membership caps, membership types and fees for the upcoming season based on WPCTC needs and relevant court analytics and trends from prior seasons.
- Manage the yearly end-to-end process for membership registration, including but not limited to the following activities:
 - All email communications to returning members and to Waiting List individuals;
 - Management and processing of Waiting List participants (with help from Member Support).
- Respond to all incoming queries about membership that are policy-based.
- Lead the New Member Ambassador Program.
- Organize & host, with support from Social Director, New Member event(s) (e.g. New Member Welcome meeting, New Member Tennis Social).
- Send survey at end of season to new members to gather feedback for next season improvement opportunities if deemed necessary.



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Details of the position:

- Length of term is one year, which may be renewed for a maximum of five (5) consecutive years through the nomination and election process at the Annual General Meeting.
- Candidate must be a member in good standing of the Club.
- Position carries one vote.

Expectations include:

- Attend and participate in monthly Board of Director meetings. Meetings are usually held on the evening of the second or third Monday each month with the exception of August when no meeting is held. Board members are expected to attend the majority of meetings (at least eight of eleven) in person or via Google Meet. Monthly board meetings typically last between two and two and a half hours.
- Attend the Annual General Meeting.
- Prepare for and participate in the discussions and the deliberations of the Board.
- Maintain Board confidentiality. Publicly support Board decisions.
- Foster a positive working relationship with other Board members, the clubhouse staff, the Head Pro, and court instruction team as well as City of Toronto staff who work at the park.
- Be aware of and declare any conflict of interest.
- Understand and make best efforts to represent and advocate in the interests of all Club members.