



# Congleton Amateur Swimming Club

## Desk Volunteer Role Description

### Role Objectives:

The role of the Desk Volunteer is to act as receptionist for the club and be the first point of contact for those potential members who come down to the Leisure Centre for information about the club and its activities.

### Person Specification:

- Knowledge about how the club operates and what it offers
- A good communicator, and is approachable
- Be confident and accurate in updating the club registration paperwork
- Be confident and accurate in receiving and recording club financial transaction with swimmers and parents

### Duties and Responsibilities:

- Set up desk at beginning of session & register members on arrival
- Junior fees – collect at start of each half-term, issue receipt & record payment in register
- Adult fees – collect at start of session & record payment in register
- Adult membership – collect in April, issue receipts & record payment in register
- Issue badges & certificates where appropriate & record in log
- Deal with enquiries, where necessary leaving a message for other Club volunteers on Message sheets in register file
- Issue Application forms & file in Waiting List in register file
- Issue Membership forms & update paper records held in register file (including health concerns, address & emergency contact)
- Pass completed membership forms to Membership Secretary
- Be as helpful as possible to people who come to the desk for information about the club and pass them to another officer if necessary.

### Role Details:

- This is a voluntary role.

### Times, days and location:

- As required by the club

### Responsible to:

- The management committee