



**U.S. MASTERS
SWIMMING**

Volunteers Task Force

Registrar as Membership Coordinator & the
New Volunteer Role

USMS Convention
St. Louis, MO
September 13, 2019

Overview of Task Force

➤ Mission Statement

- Investigate and make recommendations regarding how to optimize USMS's volunteers as resources now and in the future

➤ Principles

- Recognition of the value of volunteers' contributions cannot be understated
- Provide meaningful opportunities for our volunteers that align with the USMS vision and strategic plan

Overview of Task Force cont.

- Proposals based on findings
 - From volunteer and member survey
 - Personal interviews
 - 2018 workshop breakout session

- Obtained Board consent to further develop proposals
 - Certain functions still to be decided

Focus

- Think big picture
- Think outside the box
- Keep an open-mind
- Be open to change
- Be forward thinking
- Want what's best for USMS as a whole
- Wear USMS hat, not personal, club, LMSC, committee hat

LMSC Volunteer Coordinator

- An optional LMSC role to partner with fellow LMSC leaders to administer volunteer recruitment, mentoring, and succession planning at the LMSC level

- Rationale
 - Define responsibilities of role at LMSC level to coordinate mentoring and succession planning functions administered by new LMSC Development (“Volunteer Development”) committee to ensure programs and communication reach all LMSC volunteers

LMSC Registrar Changes

- **New Role: LMSC Membership Coordinator**
 - Local contact for inquiries from swimmers and club representatives for club transfers, clubs, and workout groups
 - Liaison between LMSC members, LMSC Board, and USMS National Office
 - Necessary access to USMS Registrar database

National Office Changes

- Keep track of online registrations and send information to clubs
- Provide regular reports to LMSC officers and to clubs on new members, renewals, and statistics related to LMSC membership
- Send monthly registration summaries (accounting reports, member registrations) to the LMSC Treasurer
- Process transfers and “one event” registrations

National Office changes cont.

- Respond to any membership “notes” submitted by members
- Print and mail USMS cards to all swimmers who request them
- Update USMS database for member changes (address, email, phone, etc.)
- Deposit LMSC fees from paper checks
- Communicate with the LMSC Webmaster to keep club registration forms and contact information up to date

Rationale

- Advances in technology and the capabilities of the National Office staff are enabling the functions of the current role to be largely transitioned and centralized, allowing local volunteers to focus on general member needs



Group Questions

- What are the expectations of this position and how will the volunteers be evaluated on their performance?
- What goals could be established for the volunteers?
 - *Note: Each LMSC may be different.*
- What methods would you use to train volunteers in these new positions?
 - *Example: To develop a guide of responsibilities and best business practices.*
- How do we recruit, train and mentor a successor for the position?

Please share your findings!



