



SPARKS RC Club Member Handbook

Who Do I Ask When I Have a Question?

SMH – 002

As a new SPARKS member, you will most likely have questions. Hopefully, most will be answered by this handbook. But, if not, it is best to ask your question to the person most likely to be able to answer it. In the club's bylaws, you will find a description of the roles the officers and appointed managers play in managing the club. The following extract is the role of the Member Relations Manager. This person's job is to answer your questions and to find resolutions to your problems or concerns. You can find how to contact the Member Relations Manager in this website and in the club newsletter. You can also email them at membership@sparksrc.com

The Member Relations manager serves as an advocate for the members and prospective members of the club. They shall process membership applications and assists the Treasurer in collecting dues payments. They shall welcome and provide orientation to new members. They shall answer member's questions and resolve member's issues. In addition, they shall maintain the official club roster and ensure it is synchronized with the AMA's roster. They shall monitor members for expired AMA memberships and take appropriate action. They shall ensure the accuracy of the club's membership records and publish membership information as required. Finally, they shall coordinate with the Communications Director when working with the AMA's membership office.