

Example Role Description: **Registration Director**

Overall Responsibility:

To direct the registration/customer services team to deliver an efficient and welcoming registration process and competitor support service.

Reporting to: Event Director

Description of Duties:

Planning:

- Liaising with the Event Director to design the registration area – including registration, body marking, customer service and lost property points
- Compile information for the information board – including event permit, insurance cover, water temperature, course maps

Pre-event:

- Managing the packing and storage of the goody bags
- Putting spare race packs together in readiness for any late entries
- Liaising with timing company to ensure that details of late entrants are entered into the timing system

Event Day:

- Set up registration area
- Briefing the registration/customer service staff/volunteers on their duties

- Liaising with Event Director to confirm when the registration area is ready to receive competitors
- Registering competitors
- Ensuring competitors have their race numbers marked on their body
- Answering queries and providing information about the event to swimmers and members of the public
- Providing a lost property service
- Confirming final entry numbers for each wave with the senior event team
- Overseeing the closing down and derigging of the registration area

Post Event

- Providing a post event report for the Event Director

Key Contacts:

Event Director: Name/Number/E-mail

Swim/Bike/Run/Transition Directors: Name/Number/E-mail

Safety Manager: Name/Number/E-mail

Timing Company: Name/Number/E-mail

Additional:

Attend an event planning meeting(s) as necessary.