DUTIES OF THE RECEPTIONIST

information@smocking.org
sagahq@smocking.org

Overview: This role provides advice and service for existing members and is a conduit between the members and the SAGA Board. This role serves as the first point of contact for potential new members and the public. During the course of your service to SAGA as Receptionist you may be in possession of proprietary SAGA information which is to be kept in confidence both during and after your SAGA service.

SAGA Membership (Renewals, new members and Business membership)

Paypal transactions go directly to the SAGA Registrar

Mailed or called in memberships:
- Make copy of check, attach to original form
- Checks deposited in a timely manner (1-3 days)
- Credit card payments are made by phone directly to the SAGA Treasurer during regular business hours
- Membership form filled out on MS Word and attached to email to registrar. Each member form is completed separately with the member name on the subject line so as to track on email easily for backup. Also use SAGA in subject line to identify important SAGA communication (not junk mail). Information is highlighted in yellow for easy reading and payment is highlighted in red. Also, the SAGA Registrar likes the SAGA numbers to be paired up such as: 99 11 04, also easier to read and speed entry!!!! I also copy the member if they have email so they know their membership is in the works. Note: no credit card information is sent through email.
- Backup files sent back to SAGA's Registrar at the end of each month to ensure there are no omissions. This is an optional plan. May be eliminated in the future to save postage and time. A spreadsheet log is typed up and emailed to double check all correspondence.

SAGA Sales (SAGA Signature Collection kits and Stitch Anatomy): by phone or mail
- Copy of check attached and deposited
- Credit card called in
- MS Word form completed, saved in proper directory and attached to email with member or purchaser listed on subject line. A RSVP is usually attached to confirm that the chairperson has received this document. If no response, a second email is sent or a call is made. It is important that the chairpersons of all areas check their emails regularly and know and recognize my email address
- I copy the recipient of kit or stitch anatomy so they know that their order was received and in the process of being shipped
- The SAGA Sales Chair sends me a spreadsheet of all orders so we can track them

Artisan Program Most are submitted through the mail, some by phone.
- Same procedure as above
• Additional procedure is to check membership to verify current enrollment in the Artisan program
• Alert the Artisan Chair of any changes in enrollee contact information

**SAGA Stitches**
- Same procedure as SAGA Sales
- Inquiries about the programs are forwarded to the SAGA Stitches Chair

**Correspondence Courses**
- Same procedure as SAGA Sales. All copies sent to Correspondence Chair. No credit card information to be visible.
- Postal mail a printout of CC material if member does not have a computer

**New Chapters** $35 fee
- Deposit any chapter fee, same as above
- Send a copy to the Chapter Coordinator so she knows deposit has been made
- Once tax papers return, send to SAGA Treasurer

**General Filing**
- Keep a file of all deposits made to the bank
- Keep a file of all reimbursements (phone, supplies, mail)
- Keep a rolodex of frequently called numbers (or program into phone)
- Keep a log of all SAGA contacts and tasks
- Keep a list of smocking shops for easy retrieval
- Receive invoices for payment, verify, and forward to SAGA Treasurer
- Receive all checks and deposit into bank; forward all purchase information and check deposit information to Treasurer for input into QuickBooks
- Maintain a complete monthly spreadsheet of all checks that have been received

**Promote SAGA**
- Respond to inquiries about membership
  - Mail membership brochures in response to requests
  - Send applications for membership upon request
  - Answer queries regarding benefits of membership and chapters
  - Bonus: send chapter/region reps contact information on prospects for follow-up
- Answer the SAGA 800 telephone number. Answer questions, or find out answer and call back. Direct messages to appropriate chair and ask chair to return call. If away from SAGA phone, transfer to cell if appropriate
- Refer all inquiries concerning places to find fabric, supplies, and lessons in their area to appropriate region representative(s)
- Once a day, pick up mail from the PO Box; answer mail, or direct it to the proper person
- At least once a day, check email for requests, password information, etc. Acknowledge email sent and reply with a time frame to get answer
- Website knowledge: be aware of new items on website