VP of Member Relations

Description:

The VP of Member Relations is responsible for managing the activities supporting our current members in getting the most out of their membership, including the Membership Journey, maintenance of the chapter membership database, and membership social events.

Key Duties:

* Recruit and manage the volunteer leadership position(s): Hospitality Chair
* Co-Chair the chapter Membership Committee
* Ensure that the Membership Journey is clear and deliberate.

**NOTE**: Information on the website follows what is to be expected from chapters. Changes to the website might need to be approved by the chapter relations liaison.

* Maintain Chapter database. Provide Board monthly and ad hoc membership reports.
	+ Read and review member emails
	+ Answer emails regarding membership, events, and corporate memberships
	+ Review and update member accounts in Wild Apricot (WA)
	+ Create corporate account records in WA
	+ Update/create member accounts in WA when TD store sends information
	+ Create/update/void invoices in WA
	+ Clean up member records (archive, remove duplicates) in WA
* Act as liaison with National to reconcile membership issues.
* Oversee annual membership social events for Midlands region
* Attend and participate in Board meetings and chapter meetings. Participate in other chapter events, committee meetings, and regional conferences as necessary.

Qualifications:

* Strong customer service skills.
* Ability to evaluate and advise members and potential members on membership options based on specific needs.
* Ability to build, motivate, and lead a team of volunteers.
* Ability to complete projects and goals within established timeframes.
* Working knowledge of computers and software applicable to position (e.g., Word, Excel, PPT, email, etc.).
* Ability to learn role-specific software (i.e. Wild Apricot Adminstration)
* Member in good standing of the Midlands ATD Chapter. (National Membership is required of Board members. If required, the chapter will sponsor the board member’s national membership.)
* Able to serve in position for a term of one year with possibility of re-election for an additional term.
* Time available to attend Board meetings, Membership Committee meetings, and Chapter meetings as specified in Bylaws.
	+ Includes time available to chair committee meetings, participate in preparation for special events, etc.