

ASTD GREATER ATLANTA CHAPTER OFFICER POSITION

TITLE: Director of Member Services

TIME OF SERVICE: One year (appointed)

REPORTING RELATIONSHIPS: Reports to President

MANAGES: Hospitality, Job Line, Link, Orientation, Recruitment, and Retention Chairs

WORKS WITH: Executive Board and Extended Leadership Team, Chapter Manager, new and potential members, and ASTD National representatives

GENERAL FUNCTION:

- Manages the membership activities of the chapter.

LEADERSHIP RESPONSIBILITIES:

- Establish membership related goals to support Chapter mission, vision, and strategies.
- Communicate regularly with Chairs to maintain accountability for meeting agreed upon goals.
- Recruit and motivate volunteers to achieve membership, participation and involvement goals.
- Create and submit budget by the indicated deadlines and adhere to budget throughout term.
- Be familiar with the Constitution/Bylaws and policies and procedures.
- Attend Executive Board meetings as a voting member.
- Attend Chapter meetings on a regular basis and SIG/GIG meetings when available.
- Act as liaison between Executive Board and committees to support decision making and conflict resolution.
- Maintain confidentiality of ASTD business matters.
- Be a positive representative of ASTD.
- Track time and resources used to meet goals to be used for future planning.

AREA RESPONSIBILITIES:

- Coordinate with Chapter Administration to ensure membership database is accurate and used to help involve, recruit, and retain members.
- Set direction and implement plans to increase membership, participation, and involvement in the Chapter.
- Strive to create a welcoming and helpful environment at all Chapter events.
- Participate in New Member Orientation and other activities when Chairs request.
- Respond to inquiries regarding both Chapter and National membership.
- Connect with corporate leaders as an ambassador of ASTD to market the organization and to solicit their or their employees' involvement and/or resources.

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QUALIFICATIONS:

- Knowledge of ASTD.
- Previously held committee Chair position desirable.
- Management and leadership experience.
- Ability to recruit and motivate volunteers.
- Member of local and national ASTD.
- Friendly personality.
- Good networker.
- Knowledge of databases helpful.

ESTIMATED TIME COMMITMENT:

- 4 hours annually for planning.
- 3 hours monthly for Executive Board meetings.
- 3 hours every other month for chapter meetings.
- 10 additional hours per month to perform specific duties of this area and to lead volunteers.