

## PMI-MCAC-Roles Delineation

<b>Title:</b>	<b>Vice President, Membership and Volunteer Management</b>
Role description	Elected or appointed volunteer responsible for addressing the needs of chapter membership, including membership recruitment, retention, recognition and leadership development training and support and associated value delivery in reporting and managing data on membership in accordance with chapter policies and bylaws.
Responsibilities:	<p>Develop and implement a chapter membership plan that ensures continued growth through proactive recruiting, retention and member engagement, including the establishment of measurable goals and the monitoring of success metrics for appropriate action</p> <p>Develop and implement a Community Outreach Plan including commercial, not-for-profit and other professional associations about membership Customer Service</p> <p>Answer general member/non-member information inquiries and other requests for assistance with membership and its benefits</p> <p>Support and attend annual general meeting and all chapter meetings as appropriate</p> <p>Primary user of the Membership Data in the Chapter Reporting System (CRS) for Data Analysis and Reporting</p> <p>Maintain the membership records of the chapter</p> <p>Provide communication list/member updates to officers as requested</p> <p>Coordinate the production and distribution of timely membership reports, such as monthly membership reports by demographics (city, state, age, industry, etc.)</p> <p>Review and analyze market Research and survey</p> <p>Member satisfaction survey data and enhance membership benefits</p> <p>Lapsed (non-renewal) member survey</p> <p>Analyze and integrate survey feedback for inclusion in the strategic/operational planning</p> <p><b>With marketing team:</b></p> <p>Develop and implement membership welcome and support plan including :</p> <p>Promote PMI and chapter membership value</p> <p>Communicate member value through various delivery methods in alignment with the Membership Benefits Package</p> <p>Utilize membership marketing materials available through the PMI Marketing Portal</p> <p>Develop and implement a rewards and recognition program plan to recognize member milestones (such as anniversaries or awards)</p> <p><b>Working with the Finance Officer,</b></p> <p>Reconcile the membership fees received from PMI GOC on a quarterly basis and report any discrepancies to the Board Recommend to Board any changes that should be considered in the membership fee.</p> <p>Develop and oversee leadership succession planning and ensure a smooth transition</p>

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strategic and business management skills:	Ability to use volunteer management software tools to match volunteer's skills with interests Proficient in Email Communications (e.g. MS Outlook, Google Mail) Understanding of Volunteer Recruitment Methods and Tools (PMI's Volunteer Relationship Management System) Understanding of Volunteer Resource Management Understanding of Volunteer Recognition and Appreciation Programs Data Analysis & Reporting, Marketing Skills Proficient use of Survey Tools/Market Research/Demographic Research Proficiency in using PMI Chapter Reporting System (CRS)
leadership skills:	Experience with Developing Roles & Responsibilities Ability to Delegate Effectively Coaching and Mentoring Persuasion/Motivation Skills Team Building Skills
Time required	Estimated Volunteer Hours per Month :20-30
Experience required	Average Years of Project Management Experience: 17 Average Years of PMI Volunteer Experience: 6
Signature	Date:
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