



Director, Member Care - Job Description

Category: Membership

Reports to: VP Membership

Responsible for: Member Care Committee

Term: Two consecutive one (1) year terms, total two (2) years

Eligibility:

1. MPI Member in good standing.
2. Previous service on MPI Ottawa Committee, preferably Member Care.
3. Knowledgeable of the activities/affairs of the Chapter.
4. Willingness to give the time, energy, talents and enthusiasm required of the position.
5. Good organizational and communication skills.

General Responsibilities:

1. Support and defend policies and programs adopted by the Board of Directors.
2. Serve as voting member of Board of Directors.
3. Assist in the development of the annual Chapter Business Plan.
4. Submit written report to VP Membership for inclusion in the Chapter's Annual Report.
5. Submit written Board reports, in advance, for monthly Board meetings; request agenda time as required. Board reports to include progress on the annual Business Plan commitments and current status on projects.
6. Provide monthly statistics to VP Finance and VP Membership for inclusion in the Chapter dashboard metrics as required.
7. Approve appropriate invoices and forward supporting paperwork to the Chapter Administrator for payment as required.
8. Ensure the fiscal responsibility of the committee to which position is assigned.
9. Responsible for the following budget line: Member Care budget.
10. Submit budget needs for the following fiscal year to VP Finance in consultation with the VP Membership.
11. Update documents and monitor appropriate Projects on Basecamp (the Chapter's online project management tool).
12. Act as a coach, advisor and counsellor to committee volunteers.
13. Cultivate and motivate leadership/leaders within your committee and identify successors within the first year.
14. Complete transition plan and conduct transition meeting with successor.
15. Perform other duties that may be delegated by the President and/or Board of Directors.

Specific Responsibilities:

1. Work with the VP Membership, Director of Leadership and Volunteer Management, the Director of Member Networking Events, and the Director of Awards & Recognition to develop, implement and assess strategic goals and objectives that support the Chapter's business plan.
2. Work with the VP Membership, Director of Leadership and Volunteer Management, the Director of Member Networking Events and the Director of Awards & Recognition to develop the member engagement strategy in accordance with Chapter strategies, needs assessment survey results and MPI standards.
3. Provide direction and leadership for the Chapter's program to retain and increase MPI membership through active recruitment of new members, retention of renewing and non-renewing members, recognition.
4. Identify chairs and sub-committees for each of the projects for which the Committee is responsible: recruitment, retention, recognition, students' liaison.
5. Monitor the Chapter's membership roster via the MPI HQ Chapter Leaders website access.
6. Provide for welcoming and mentoring of all members including student members.
7. Research current membership trends and topics pertinent to the meetings industry and report findings and strategic issues to Board of Directors.
12. Ensure minutes of Committee meetings are taken and provide a final electronic copy to the Chapter Administrator for archiving.
13. Review, adhere and update all policies and procedures related to Committee work.
14. Report to the Board of Directors on the strategies, initiatives, successes and challenges of the Committee.
15. Complete and submit the Committee Volunteer Assessment to VP Membership by mid-November to include the list of volunteers, their level of engagement, identify volunteers interested in succession in addition to identifying gaps within the Committee.
16. Collaborate with the Director, Leadership and Volunteer Management to secure sufficient number of volunteers to perform work of the Committee.
17. Work with VP Membership, and the Director Leadership & Volunteer Management to ensure that Student Partnership Program continues annually.

Attendance and Time Commitment:

1. Mandatory attendance at monthly Board of Directors meetings (in person or video).
2. Attendance at two Board retreats.
3. Attendance at the Annual General Meeting (mandatory).
4. Attendance at official Chapter activities and functions, whenever possible.
5. Attendance at committee meetings and activities/events planned by the Committee.
6. Potential attendance at Chapter Business Summit as directed by President/President-Elect.

Estimated time per month: 10-15 hours