



Membership and Volunteer Director 2-Year Term

Board of Directors Position Description

Role Description

The Membership and Volunteer Director leads the chapter's efforts to recruit, welcome, serve, engage, and retain members. In addition to managing overall membership activities, this role also cultivates a vibrant volunteer program designed to actively engage members in the leadership and operations of the chapter.

Key Responsibilities

The Membership and Volunteer Director collaborates with other Board members and volunteers to welcome, inform, serve, engage, and retain members. Key responsibilities include, but are not limited to:

- **Collaborate with Board** to develop (and update as necessary), policies and procedures related to membership and volunteers
- **Establish, guide and lead the work of the Membership Committee;** including its activities, volunteers, and work efforts. This will/may include:
 - **Develop** an annual membership and volunteer strategy; gain Board approval on the strategy. Strategy will include a plan that defines recruitment, engagement, and retention targets and initiatives
 - **Lead implementation** of the membership and volunteer strategy; provide regular updates to the Board. Implementation strategies will/may include:
 - **Member Benefits** – define, communicate and promote the benefits of ACMP and ACMP DC membership
 - **Member Database** – manage and maintain the ACMP DC member and “friends” database; including features to identify and manage volunteers
 - **Data Analytics** – analyze membership data and market potential to develop and recommend targets for retention and recruitment
 - **New Member Orientation** – develop, host, and evaluate new member orientation and peer mentoring programs
 - **Recruitment and Retention** – design, develop, implement, evaluate, and report on member recruitment and retention initiatives
 - **Member Outreach** – design and conduct periodic member outreach initiatives to engage, solicit input, and evaluate member satisfaction (polls, surveys, focus groups)
 - **Collaborate with ACMP Global** to align membership initiatives to best serve the chapter
 - **Membership Reporting** – produce periodic membership reports, complete ACMP Global quarterly and annual reports
 - **Volunteer Management** – design, develop and manage chapter volunteer program
 - **Member Communications** – collaborate with PR/Communications Director to plan and facilitate member communications; manage the ACMP DC email box (review, forward emails, respond)
- **Ensure transparency** and ethics in membership and volunteer activities and programming in compliance with standards set by the Board
- **Collaborate and provide support** to other Board members as required and appropriate

Desired Skills/Experience

- **ACMP Experience** – active ACMP DC member in good standing for minimum of six months; prior experience serving in a leadership capacity for the chapter; strong personal and professional commitment to and knowledge of ACMP DC’s mission
- **Ambassador** – passion for and natural talent to be the “face of the chapter” and “warm welcomer” to new, prospective and tenured members
- **Connector** – willingness and ability to connect people and resources to benefit individual members, the chapter, the Board/committees, and the community
- **Servant Leader/Team Motivator** - ability to inspire, motivate, and organize others to achieve membership and member services goals
- **Multi-Tasking Wizard** – ability to manage and lead multiple projects, deadlines, and initiatives, working with and through a cast of creative and dedicated volunteers
- **Detail Oriented** – gifted with a strong attention to detail and accuracy, ability to prioritize and organize multiple projects, meet deadlines, problem solve, and get things done through others
- **Innovator, Problem Solver and Doer** – ability to take ownership, exercise creativity and willingly translate strategy into action that produces concrete results
- **Communicator** – well developed oral, written and interpersonal communication skills; strong business and interpersonal instincts, judgment and integrity
- **Relationship Builder** – ability to quickly build rapport, build alliances, and influence others in a way that gets the job done
- **Strategist** – ability to conceptualize and develop a strategy to meet the chapter's membership goals and overall mission
- **Prior experience** in membership and/or volunteer management and prior nonprofit experience highly desirable

Time Commitment

This position is one of nine volunteer ACMP DC Chapter Board members. The position will work closely with the Board and volunteers to strategize, implement and evaluate membership and volunteer activities in support of the chapter mission. The Membership and Volunteer Director participates in bi-weekly Board meetings via phone/web (1-hour), periodic in person/phone strategy sessions, committee meetings, and chapter events/activities. All Board and committee meetings include preparation time, follow-up, and various action items assigned. This represents an average of approximately 15 hours per month.