

# PMI-CTT Volunteer Role Definition

Version 2020-11-28

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<b>Role</b>	Membership Manager
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<b>Reports to</b>	VP of Membership
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<b>Description</b>	<p>The Membership Manager is a key role within our chapter to provide best in class services to our members. The Membership Manager supports the VP of Membership by managing activities in one of the four areas described below:</p> <ul style="list-style-type: none"><li>● <b>Member Engagement</b><ul style="list-style-type: none"><li>○ Conduct membership survey, such as satisfaction survey, exit survey, etc., and coordinate the communication of results and action planning based on the outcome of these surveys</li><li>○ Develop and implement a plan to recognize member milestones (such as professional achievements, anniversaries, and awards).</li><li>○ Develop and implement membership welcome and support plans.</li></ul></li><li>● <b>Member Benefits</b><ul style="list-style-type: none"><li>○ Develop and maintain community partners to provide members the access to privileged products and services</li><li>○ Revise (Update) membership benefits and value on a regular basis</li><li>○ Review membership survey data and propose new benefits the Chapter may offer to members</li><li>○ Support communication of member benefits and ensure members take advantage of them</li></ul></li><li>● <b>Member Support</b><ul style="list-style-type: none"><li>○ Answer general member/non-member information inquiries and other requests for assistance with membership and its benefits</li><li>○ Coordinate with other chapter teams to provide members with appropriate support for their needs</li></ul></li><li>● <b>Member Recruitment and Retention</b><ul style="list-style-type: none"><li>○ Liaise with potential PMI members and encourage them to become chapter members</li><li>○ Develop and implement membership welcome and support plan including the promotion of PMI and chapter membership value</li></ul></li></ul>
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- Assist in developing and managing the new member orientation program

## **Responsibilities/Special Duties Include:**

- Provide input to Membership Strategic Plan
  - Collaborate with other Membership Managers to achieve Membership portfolio goals and Chapter Strategic goals
  - Support the VP of Membership in other capacities such as:
    - Membership directory oversight (DEP – Data Exchange Program)
    - Updates to support website registrations, member communications, and keep member records current.
    - Production and distribution of membership reports for Board use (E.g.: monthly membership reports providing demographics of city, age, industry, etc.).
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## **Skills and Experience**

- Data Analysis & Reporting
  - Marketing Skills
  - Proficiency in using Survey Tools/Market Research/Demographic Research
  - Communication
  - Persuasion/Motivation Skills
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## **Time Commitment**

- 1-year term
  - 10-15 hours per month
  - Attend Portfolio team meetings as appropriate
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## **Requirements**

- Must currently be or willing to become a member in good standing in the PMI-CTT Chapter.
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## **Benefits**

- As a membership-driven organization, each of us can offer a contribution to make the most out of the Chapter and our membership.
  - Through volunteering, you can meet project management professionals, gain experience - and even have fun!
  - Giving Back/Volunteering PDU's available
  - Have input into Chapter priorities and operations
  - Gain experience within a desired area of expertise
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