Job Title: VICE PRESIDENT OF MEMBER RELATIONS

**ROLE DESCRIPTION:** Elected volunteer responsible for addressing the needs of chapter membership, including service delivery, recruiting and retaining members in accordance with chapter policies and bylaws.

**ROLES AND RESPONSIBILITIES:**

* Develop and maintain a strategic chapter membership plan that assures continued growth through proactive recruiting and partnering with major area employers
  + Develop and implement a member retention program
  + Develop and implement a plan to recognize member milestones (such as anniversaries or awards)
  + Revise membership benefits and value on a regular basis
  + Develop and implement membership welcome and support plan
  + Liaison with potential PMI members and encourage them to be members of the chapter
  + Ensure that members are aware of available services
* Review and improve membership metrics
* Provides member related Chapter newsletter content
* Manage Member Relations approved budget
* Work with VP of Marketing to develop a plan to implement outreach to the community including commercial, not-for-profit and other professional associations about membership
* Maintain relationships with sponsors for revenue generation to fund the Chapter’s activities.
* Develop and implement succession and transition plan
* Support and attend annual general meeting

**GOALS:**

1. Facilitate the growth of PMI-SVC membership to 2,500+ members by 2022.  
2. Promote transparency among PMI-SVC to members and potential members.  
3. Encourage increased involvement of PMI members to attend PMI-sponsored events.  
4. Boost local company and organization sponsorship of PMI.  
5. Create more broad, local awareness of PMI-SVC.

**DELIVERABLES:** Based on Outcome of Strategic and Operational Planning

**ROLE SPECIFIC SKILLS:**

* Knowledge of PMI Credentials
* Proficient use of Survey Tools/Market Research/Demographic Research
* Marketing Skills
* Understanding of Volunteer Resource Management
* Understanding of Volunteer Recognition and Appreciation Programs
* Ability to use Volunteer Management Software Tools to match volunteer skills with interests

**OTHER LEADERSHIP SKILLS:**

* Active Listening Skills
* Coaching and Mentoring
* Team Building Skills
* Ability to Delegate Effectively
* Conflict Resolution Skills
* Persuasion Skills

**AVERAGE HOURS – 24 HOURS PER MONTH**