



## **Membership Team Lead**

The Membership Team Lead leads the membership team to develop and implement opportunities to enhance the member experience, including: supporting recruitment, retention, and renewal efforts; advancing year-round business connections; and recognizing volunteer and member contributions.

### **Specific Responsibilities:**

- Serve as a point of contact for NACA staff regarding regional membership, recognition, and business efforts.
- Assists with the solicitation, collection, and analysis of feedback from current and former members.
- Develops and implements opportunities to advance the member experience and develop year-round business connections.
- Assists with the Association's membership cycle.
- Assures that the Association's Mission and Vision are reflected in the attendee experience by helping create an inclusive, hospitable environment where all attendees feel welcome and connected. This includes attending all conference events and meetings to set the tone for attendee engagement.
- Strongly encouraged to submit at least one educational program proposal for the conference.
- Attends all regularly scheduled regional meetings and conference calls.
- Additional responsibilities as assigned and agreed upon with volunteer supervisor and/or NACA office staff liaison.

### **Qualifications/Expectations:**

- Supports NACA programs through attendance whenever possible.
- Attends conference and/or events within the region.
- Must be a full-time professional staff member at a NACA member institution.
- Must have approval from and support of their institution (note: support is defined as financial as well as time out of the office, etc.).
- If the volunteer changes jobs during the position's term, the new school must also be a NACA member and provide a statement of support. The NACA Volunteer Development Manager must be informed of this change within two weeks and the new letter of support must be received at the NACA Office within 30 days of selection. If not a member school, the school must join as a member within 30 days of transition.

### **Association Support:**

- NACA Connect
- Zoom
- NACA Google Drives

**Term of Service/Time Commitment:**

- January 1 – January 31 of the following year

**Supervision Received:**

- Regional Leadership Team Chair

**Supervision Exercised:**

- Recruitment & Recognition Coordinator
- Marketing Competition Coordinator
- Business Connections & Block Booking Coordinator

**NACA Staff Liaison:**

- Chief Operations Officer

**Competencies:**

- Relationship Development
- Networking and Business Relationships
- Professional Development
- Training
- Volunteer & Staff Management
- Supervising
- Recruitment and Retention