

Membership Director

Role Description:

- Oversee activities to maintain and grow PrimeTime membership, in a way that supports the vision and financial needs of the organization, including:
 - Manage the membership application and renewal process, including communications, campaign strategies and membership drive events
 - Maintain the membership database
 - Central point of contact for daily membership enquiries, problems, and requests on the website, email and social networking sites
 - Maintain contact with guests, in a way that converts guests to members
 - Send payment reminders to pending members
 - Prepare membership reports: monthly board report, membership reconciliation, new member list for newsletter & volunteer, member list for 2nd Thursdays, annual AGM membership report and demographics, ad-hoc membership analysis reports and surveys
 - At 2nd Thursday events coordinate the membership desk, networking ambassador
- Organise 2 new members networking events per year
- Assist with succession planning for this role

How does this job interact with other Board members/leaders?

- President & Board: update on membership issues and opportunities, monthly report
- Vice President: promote PrimeTime membership with other organizations
- Treasurer: monthly membership reconciliation, membership budget
- Communications: copy for membership application & renewal on website & social network sites. Updated membership list for monthly newsletter
- Programmes & SIG Director: support networking activities, attend SIG Co-chair meetings
- Volunteer Director monthly membership list

What volunteer support from the general membership is needed to perform this job?

- Deputy Membership Director, ad-hoc membership support

Is this position a key contact with any outside organizations?

- Promote PrimeTime membership to other organizations
- Communicate with web agency to resolve issues and make updates related to membership

Skills required for this position:

- Excellent interpersonal skills
- Excellent organizational skills and attention to detail
- Effective written and oral communication skills

Typical month's time commitment:

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| <ul style="list-style-type: none"> • Monthly board meeting: (3) • 2nd Thursday meeting: (3) • Membership communication via email and update membership database (5-30 min/day) | <ul style="list-style-type: none"> • Prepare membership reports and reconcile database with financial records (4) |
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Average = 28 hours per month

The Board is required to have 4 Board meetings per year. The Board members will determine the frequency and dates of the Board meetings. There are generally monthly meetings held for a total of 10-12 meetings on an annual basis.

For more information: Contact current Secretary at secretary@primetime.org.sg.