



**Human Resources Association
of Greater Detroit**

VICE PRESIDENT MEMBER SERVICES

Position Summary:

Provides leadership and direction to committee members on all aspects of Member Services including: new member recruitment, member retention and engagement, volunteer recognition and tracking, professional development activities including promotion of HRCI certification/recertification, promotion of the SHRM Foundation, management of annual SHRM Foundation payment, Student Chapters, and the Mentor Program.

The Vice President Member Services takes a lead role in promoting the benefits of HRAGD membership and encourages membership in SHRM. It is not the sole responsibility of the Member Services committee to attract and recruit new members; the board is also responsible for recruiting new members. The Vice President ensures strategies are in place in each of the areas listed above and that annual goals/objectives are created, monitored, and implemented to accomplish the strategies. All Member Services strategies should support SHAPE plan goals and recognition levels. The Member Services Vice President must work collaboratively with other board members to achieve stated goals.

Responsible To:

The members of the chapter
The Chapter President
Member Services Committee members
State Council membership and At-Large Director

Responsibilities:

- Establishes goals, tracks and monitors progress for the program year for each of the areas mentioned above.
- Holds regular committee meetings with agendas and distributes meeting minutes.
- Directs and supports the activities of the sub-committees for member recruitment, member retention and engagement, professional development activities including mentoring program, student chapters and the volunteer program.
- Continuously recruits new members to serve on the committee.
- Ensures board reports include current membership numbers and other relevant information, are accurate and submitted on time.
- Directs and supports the activities of the HRAGD administrator related to Member Services activities and maintenance of membership records including:
 - ✓ Creating new and innovative ways of attracting members.
 - ✓ Creating new and innovative ways of engaging and retaining members.
 - ✓ Assisting administrator as needed in reviewing and determining membership eligibility based on the HRAGD by-laws.
 - ✓ Ensuring new members are welcomed into the chapter by various means and that they understand the resources available to them as members.
 - ✓ Overseeing mailings to reach SHRM at Large members and Local Members Only.
- Provides timely response to requests for information about membership through telephone calls, personal contacts and email correspondence.

- Ensures Member Retention & Engagement Director creates and administers new member orientation on regular basis to welcome new members and create awareness of the resources, networking, and volunteer opportunities.
- Oversees activities lead by Director Member Retention & Engagement and activities lead by Director Professional Development including: professional and student mentoring, volunteers, HRCI certification/recertification and the SHRM Foundation.
- Works with HRAGD Administrator and Vice President of Website to ensure members information at www.hragd.org is kept up to date at all times.
- Participates in the development and implementation of strategic short term and long term planning for the chapter.
- Represents the chapter in the Human Resources community.
- Completes other assignments as requested by the President or the Board of Directors.

Resources Available:

- SHRM supplies the following resources for Member Services
 - At-Large Initiative
 - Chapter Best Practices
 - Chapter Position Descriptions
 - SHRM Leaders Guide
 - And MUCH MORE...available online at <http://www.shrm.org/COMMUNITIES/Pages/default.aspx>