

ROLE PROFILE

Role: Membership Committee Chair

Report to: INWA Board

DUTIES AND RESPONSIBILITIES:

Responsible for receiving, processing of membership applications, servicing and supporting of each country Membership, INWA National Coach and Instructors registration of candidates and for providing various information including requalification deadlines and annual fee.

Strategy Development

- Lead the Board and Membership Committee in the development and implementation of INWA's Membership Strategy.

Membership Enquiries and Applications

- Respond speedily to all enquiries concerning INWA Membership applications
- Research applicants and provide regular updates to the INWA Board
- Act as the prime communication channel between the Board and the applicants
- Provide INWA-related information to all enquiries and applicants

Annual Conference and Workshop

- Work with/alongside Events Committee to contact the relevant members to invite.
- Work with Events Committee to complete pre-events preparations (badges, ribbons, reg. lists, etc.)
- Ensure all Members are encouraged to attend AGM and Convention

Committee and Membership Manager Activities

- Develop strategies to maintain current members and attract new ones
- Implement those strategies with Committee Members
- Interaction with Membership Committee as necessary
- Interaction with other Committees as necessary

Customer Service Activities

- Reply to any incoming & outgoing emails within 24 hours
- Obtain/answer email requests quickly

Commercial activities

- Assist Finance & Membership Committees with dues payment processing (new and renewals) when necessary

Human Resource Activities

- Ensure regular up-date of Database & Member Records

Office management

- attend Committee meetings via Skype
- monthly report showing membership details
- work with Web developers to improve database

SKILLS:

- Understanding of the needs of current and potential INWA Members
- Able to work in unsocial hours to meet requirements of different time zones
- Commit to at least 10 hours per month
- Working knowledge of computers in a Windows environment
- Demonstrate excellent oral and written communication skills
- Must be able to function as part of a team
- Maintain professional and positive demeanor
- Proven accuracy and attention to detail