



JOB TITLE: Vice President/Membership

JOB OVERVIEW: Responsible for attracting and retaining members through a planned approach to recruitment, as well as providing and communicating to members the volunteer, social and personal growth opportunities which will keep members engaged.

BENEFITS: Experience personal growth through leadership of a team in a mid-sized organization, developing skills to plan and achieve both short-term and long-term objectives. Gain an overview of The Symphony Guild of Charlotte, Inc. which will instill a comfort level in assuming other executive positions within The Guild.

RESPONSIBILITIES:

- Lead the Membership Committee in accomplishing the responsibilities listed below. Recruit committee members as needed. Create subcommittees as necessary to accomplish Membership's work.
- Become familiar with The Guild's bylaws, policies and procedures and administrative guidelines, located at <https://www.symphonysymphonyguildcharlotte.org/membership/resource-guide/>
- Develop and execute a strategy for attracting new members. Recruitment efforts should be mindful of The Guild's goal to be diverse and reflect the community we and the Charlotte Symphony Orchestra serve.
- Review membership turnover/retention history to assist in setting a reasonable goal for new member recruitment.
- Hold at least one member recruitment event within the fiscal year.
- Arrange with The Guild's CSO liaison to have a Guild information table at select Classics and Pops concerts and other CSO events with a likelihood of attracting new and diverse membership.
- As new members join, reach out to welcome them and provide information and support to help them assimilate into The Guild.

- With the President, develop the agenda for Fall and Winter general membership meetings and the Annual Meeting in May. Find locations. Plan for social, food and entertainment components. Coordinate registration with the Office/Marketing/Communications Administrator.
- Plan the Holiday Party, including locating a venue, arranging catering, issuing the invitation and setting up registration.
- Develop social opportunities outside of regular meetings in order to encourage engagement and retention.
- As possible, develop/deliver an orientation program for new members.
- As possible, offer personal development opportunities to members.
- Oversee the spring membership renewal campaign.
- With The Guild's CSO Liaison, arrange for events listed as benefits for various membership tiers.
- Periodically review dues and memberships benefits to ensure they stay current and are consistent with Charlotte Symphony availability (e.g., an Open Rehearsal/Symphony Guild night.)
- Administer the Volunteer Recognition Program, periodically reminding members to submit their hours. Project awards one to two months ahead of the Annual Meeting to ensure awards can be purchased or prepared by the Charlotte Symphony Orchestra by the Annual Meeting date.
- With the Office/Marketing/Communications Administrator, prepare service recognition certificates for the Annual Meeting.
- With the Office/Marketing/Communications Administrator, ensure the Membership Directory is kept up-to-date online and oversee periodic printings as the Board may direct.
- Submit a membership budget to the Treasurer for the following fiscal year, to include an estimate of dues income based on historical turnover and the most recent outcome from new member recruitment efforts.
- For all events with income/expenses, ensure that Membership budget goals are met.
- Be the point person for ad hoc Charlotte Symphony volunteer needs such as ticket mailings and manning the CSO's Donor Services table. Coordinate sign-ups with the Office/Marketing/Communications Administrator.

- Serve on and attend monthly meetings of The Guild’s Board of Directors.
- Attend, support and promote Guild functions.
- Attend General Membership meetings.
- Complete an end-of-year report for the Membership area; form found in the Resource Guide at symphonyguildcharlotte.org.
- Meet with the incoming Vice President/Membership at the beginning of the new fiscal year to ensure a smooth transition.
- These represent the principal responsibilities of the position. However, there may be other duties that will be required from time to time.

QUALIFICATIONS AND SKILLS: The ability to lead a group with a focus on both short-term and long-term goals. The ability to multi-task.

TRAINING, SUPPORT AND RESOURCES: Current and past presidents; past vice presidents/Membership; The Guild’s administrative documents found at symphonyguildcharlotte.org/membership/resource-guide; League of American Orchestras, Southeastern Orchestra Volunteer Association and Association of Major Symphony Orchestras conferences and website resources.