

## Job Description - Director of Member Retention

- **Term:** One year or as determined by the Board of Directors and Chapter Bylaws
- **Eligibility:** Member in good standing / Willing to dedicate the time, energy, talents, and enthusiasm required for the position
- **Reports to:** Vice President of Membership

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### **General Responsibilities :**

- Serve as a voting member of the Board of Directors.
- Provide direction and leadership for the chapter's program to maintain and increase MPI membership.
- Collaborate with staff to maintain a current roster of chapter members.
- Report on the strategies, successes, and challenges of recruiting and retaining members.
- Support and defend policies and programs adopted by the Board of Directors.
- Conduct transition meetings with the successor.
- Perform other duties as may be delegated by the VP of Membership, Chapter Membership, and/or Chapter President.

- Engage with student members to inform them about the student-in-transition program.
- Collaborate with VP of Membership and VP of Networking in the planning and execution of the annual membership appreciation networking event.

### **Time Commitment:**

- Regular attendance at monthly meetings, chapter activities, and functions.
- Complete Board Trainings through MPI Global.
- Attendance at Board meetings and retreats.
- Attend All Hands Global Calls.

### **Specific Responsibilities:**

- Reach out to canceled members and guests in the last 3 years to invite them to monthly events.
- Inquire about reasons for membership cancellations and strategize on how to re-engage them.
- Email or call non-members who are registered for each monthly event.
- Engage with non-members in attendance at the monthly events.
- Follow up with email or call to recap events, express gratitude, and discuss potential membership.
- Set up in-person meetings or calls with interested attendees or member leads.
- Keep up-to-date on potential member lists.