

Western Michigan Project Management Institute (WMPMI)

2024 Board Nominations Job Description

VICE PRESIDENT OF MEMBER EXPERIENCE

ROLE DESCRIPTION: The Vice President of Member Experience (VP of Member Experience) shall have and perform all duties including, but not limited to: Work with VP of Marketing to meet membership goals set by the Board, manage membership growth and retention opportunities and tasks, provide leadership to membership and volunteer directors, and any other duties assigned by the President.

RESPONSIBILITIES:

- The person that fills this role must be a member in good standing of PMI as well as WMPMI.
- Develop and maintain a chapter membership plan that assures continued growth through proactive recruiting and collaborating with major area employers.
- Promote the value of PMI and chapter membership.
- Liaison with potential PMI members and encourage them to be members of the chapter.
- Develop and implement a plan to recognize member milestones (such as anniversaries or awards) Develop and implement a member retention program.
- Revise membership benefits and value on a regular basis.
- Develop and implement membership welcome and support plan.
- Answer general membership inquiries; respond to member/non-member information inquiries and other requests for assistance.
- Act as the primary recipient for the Data Exchange Program (DEP) Maintain the membership records of the chapter (DEP).
- Provide communication list/member updates to officers.
- Coordinate the production and distribution of timely membership reports, such as monthly membership reports by demographics (city, state, age, industry, etc.).
- Develop and administer membership satisfaction survey / exit survey.
- Ensure that members are aware of available services.
- Work with marketing to develop a plan to implement outreach to the community including commercial, not-for-profit and other professional associations about membership.
- Support and attend annual general meeting.
- Develop and implement succession and transition plan.

AVERAGE HOURS PER MONTH: 20 HOURS

DESIRED SKILLS:

- Personable and engaging manner.
- Knowledge of PMI credentials.
- Public speaking / presentation skills.
- Survey development, data analysis, demographic research, and reporting.
- Team building skills.
- Conflict resolution skills.