

Revised by: Tammy Lakatos Shames
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 Reviewed with no changes by: _____
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- A. TITLE OF POSITION:** Director of Member Services
- B. ELECTED OR APPOINTED:** Elected
- C. DURATION OF POSITION:** One year; assumed after one year as Director-elect of Member Services. One year availability for consultation.
- D. TERM OF OFFICE:** June 1 through May 31
- E. VOTING/NONVOTING:** Voting
- F. LINE OF COMMUNICATION:** Chair
- G. GENERAL RESPONSIBILITIES:**
 1. In years prior to National Workshop, plan this educational event for members with NE Executive Committee (EC) input.
 2. Remind NE members about the NE Website Product & Service Directory on a quarterly basis (via *Ventures* pieces, and emails to listserv).
 3. Solicit feedback from NE members listed in the Product & Service Directory on the efficacy of this service on an annual basis, and report results to Board.
 4. Provide quarterly reports and annual report to the NE Executive Committee prior to phone calls and Executive Committee meeting.
 5. Prepare and submit a yearly budget to the NE Treasurer for approval.
 6. Work with Director-elect of Members to be sure this person is trained in the duties of assuming the Director position; guide the Director-elect in any projects they are involved with.
 7. Attend the FNCE and participate in all Executive Committee meetings and functions. Prepare necessary reports for the annual business meeting. Present reports in an orderly and timely fashion.
 8. Prepare any information to be published in the NE newsletter.
 9. Responsible for overseeing Mentor Program. Along with the Director-elect of Member Services, communicate with and support the Mentor Program Coordinator as needed.
 10. Provide updates to NE Website as necessary to Secretary.
 11. Assist in the responsibility of 'Mini-NE' meeting special events.
 - a. Work with NE Director-elect of Member Services to submit letters to members via list serve

- relating to 'Mini-NE' special events.
 - b. Work with NE Director-elect of Member Services to submit articles to *Ventures* on 'Mini-NE' special events.
 - c. Send survey and thank you to member host on 'Mini-NE' meetings.
 - d. With assistance of NE Director-elect of Member Services, compile results and submit article to *Ventures*.
12. With NE Director-elect of Member Services, create postcards to send to all returning and new members.
- a. Request list from administrative assistant once word from ADA on membership.
 - b. Create postcards indicating the yearly events of NE (teleconferences, workshops, mini-NE meetings, list-serves).
 - c. Submit to PR for review.
 - d. Request for labels.
 - e. Mail to membership.
13. Oversee and coordinate volunteers on projects as necessary (Chair will provide volunteers if needed).
14. Work with Director-elect of Member Services on membership survey.
- a. Submit to Website Coordinator for posting on web.
 - b. Determine results.
15. On a third year basis, work with NE Director-elect of Member Services on planning NE National Workshop.

H. REPORTS REQUIRED:

- 1. Annual Report
- 2. Quarterly Report
 - August
 - October
 - January
 - April

I. TIME SPENT ON ACTIVITIES:

15-20 hours/month C more time prior to and during FNCE, mid-year Executive Committee meeting, and more time prior to National Workshop

