



## **Job Description: Member Services**

Reports To: Board of Directors

Term: Two-year term to start 1/1/2011; expires 12/31/2012

### **Responsibilities:**

- 1) Expand opportunities of personal and professional growth through SILA products and services;
- 2) Develop member needs assessment processes to assure high levels of satisfaction and engagement;
- 3) Use state of the art tools to provide the most accurate and timely industry ;
- 4) Establish and maintain a SILA volunteer and speakers registry;
- 5) Develop a five year road map;
- 6) Voting officer position;
- 7) Perform all duties with highest regard to the fiduciary obligation of the Board.

### **Additional responsibilities include:**

- 1) Perform any and all duties requested by law, by the articles of incorporation, or by the bylaws;
- 2) Make and enforce rules and regulations for its own actions;
- 3) Meet at such times and places as required by the bylaws;
- 4) Investigate and recommend to the membership any matter pertaining to the welfare of the organization;
- 5) Approve all staff positions, including consultants;
- 6) Approve all salaries and benefits for SILA staff;
- 7) Elect persons for honorary membership;

### **Qualifications:**

- 1) Active SILA member in good standing for at least three years;
- 2) Directors shall be of the age of majority in the state of corporation (Indiana);
- 3) Have experience in goal-setting, planning, policy development, evaluation and decision making.