



## Membership Committee Charter

### COMMITTEE PURPOSE:

The Membership Committee supports membership engagement and retention. Members of the committee assist with onboarding and retention activities. Occasionally the membership committee will provide input and feedback regarding membership needs, programs and policies.

### COMMITTEE JOB DESCRIPTION:

The ACMP Membership Committee is responsible for providing input into improvements of the membership experience with the goal to improve retention of current members.

### COMMITTEE DELIVERABLES:

- **Membership Surveys:** Assist with the review and analysis of member surveys, as needed
- **Member Retention & Communications:** Assist in improving membership retention. Communicate with members via phone calls and emails to encourage renewals.
- **Member Onboarding:** Assist in improving member onboarding.
  - Responsible for planning and delivering the New Members Welcome Webinar. The committee will help evaluate feedback on the meetings and suggest improvements to the content of the meetings to help improve engagement.
  - Communicate with members via phone calls and emails to help members feel welcome.
- **Reporting:** Report submitted quarterly to the BOD on the activities of the Committee.
- Additional work, as applicable to the Membership Committee, including providing input into member offerings, as needed.

### COMMITTEE MEMBER TIME COMMITMENT:

- Minimum of monthly committee meetings via voice or on-line meeting.
- Expectation of a minimum of four hours per month in addition to meetings.
- Additional conference calls as needed.

#### **COMMITTEE COMPOSITION:**

- 20 - 24 members
- Term: One year

#### **COMMITTEE ANNUAL BUDGET:**

The 2019/20 budget for ACMP activities has been approved. The Committee will be supported by the Staff Liaison in verifying what is covered in this budget. Should budget be required for activities in 2019/20 other than normal operating costs, a Business Case should be developed and submitted to the BOD for consideration.

#### **UPDATES AND CHANGES:**

Please note that this charter is subject to updates and changes based upon the 2019/2020 Gameplan and Strategy work.