



DIRECTOR OF MEMBER EXPERIENCE POSITION DESCRIPTION

Qualifications

The Director of Member Experience shall be able to make a one-year commitment to the Chapter and meet the regular membership qualifications of both the Greater Chicago Chapter and the Association of Legal Administrators.

Basic Functions

The Director of Member Experience is a voting member of the board. The Director of Member Experience shall attend all Board meetings and as many Chapter functions as possible.

Specific Functions

- 1) With the assistance of his or her committee, act as the concierge or director of hospitality at events – welcomes and introduces members to each other and answers any questions
- 2) Solicits and is the “go to” or point person for non-survey member feedback
- 3) Collaborating with other Board members and his or her committee, leads, manages and directs informative and useful post-mortem review of Chapter events
- 4) Conducts a post-mortem of Chapter event with the Board member overseeing the event
- 5) Chairs the Member Experience Committee and holds regular meetings
- 6) Assists the Membership Director in introducing new members to the Chapter and other members and in implementing and meeting the objectives of the Buddy Program
- 7) Investigates what other organizations are doing to create an outstanding membership experience and brings those ideas to his or her committee, or the Board, if appropriate, for further discussion

Miscellaneous

- 1) It is recommended that the Director of Member Experience designate an assistant and form a Committee so as to ensure proper succession planning.

GENERAL BOARD MEMBER EXPECTATIONS

In addition to the description for each individual role, the following responsibilities apply to all Officers, Directors and Advisors of the ALA Greater Chicago Chapter Board. The Board year is April 1 to March 31.

Board Meeting Attendance/Communication

- 1) Attend **ALL** monthly Board meetings as participation is essential for us to conduct business.
 - a) Missing more than three Board meetings in a row is cause for dismissal from the Board at the discretion of the President and the Board members acting together.

- b) Advise the Secretary and meeting host if one is not able to attend an upcoming scheduled Board meeting, or if an emergency arises, contact the Secretary and meeting host.
- 2) Board Reporting:
 - a) Board members are to email a report to the Secretary a week before the Board meeting.
 - i) This report should provide an overview of past and future happenings.
 - ii) Any "Discussion Items" (which may or may not require a vote) are to be indicated as the last item on your report. The Secretary will arrange the agenda to ensure those with discussion items can present them early in the meeting.
 - iii) This report is required whether you attend the meeting or not.
- 3) Meetings of note which all Board members are strongly encouraged to attend:
 - a) March Board meeting - the transition meeting
 - b) March Bi-Monthly Educational Luncheon - the outgoing and incoming Board's introduction to the Membership takes place at this meeting
 - c) Board Retreat – generally in the first month of the Board year
 - d) The Business Partner and New Members Meet the Board Event
- 4) Plan to host at least one Board meeting during the Board year. (The Host provides lunch for the entire Board and is reimbursed by the Chapter.)

Other

- 1) Attendance at the Bi-Monthly Educational Luncheons and other ALA or Greater Chicago Chapter sponsored events is necessary for Chapter development. Greeting new members and building relationships with Chapter members is a responsibility of all Board members at these events.
- 2) Board members are encouraged to attend ALA programs or meetings as requested by the Board during the calendar year for which some of these expenses may be borne by the Chapter.
- 3) Board members are expected to participate in any new member initiatives.
- 4) Each Board member shall serve as a Business Partner Liaison to a number of Chapter sponsors.

Encourage Growth

- 1) Form committees to enlist members to assist with the respective Board position and to aid in identifying future leaders. Each committee (and/or board position) should have a transition plan.
- 2) Assist in promoting advertising on the Chapter website to sponsors and attend networking events sponsored by the Chapter and business partners. Business partners are an integral part of the Chapter as most of the Chapter's funds are derived from sponsorship fees.
- 3) Encourage all Chapter members to abide by the Chapter's Listserv Guidelines, ALA's Code of Professional Ethics and the Antitrust Policy.