

ISACA Atlanta Chapter – 10/07/2015

Board of Directors Position Roles and Responsibilities

Director of Membership

The Membership Director maintains the database of member information and initiates contact to welcome new members. This individual works to promote and increase membership retention, maintains records of meeting attendance, and helps coordinate communication with members of the chapter.

Major Responsibilities

1. Conducts and coordinates annual membership campaign with rest of board
2. Works with treasurer to prepare annual budget for membership campaign
3. Introduces ISACA to potential members (e.g., public accounting firms, banks, government agencies, universities, private industry, media, etc.)
4. Obtains names and contact information of non-member meeting attendees
5. Reaches out to non-member meeting attendees and encourages them to join ISACA
6. Provides membership applications and marketing materials to prospective members
7. Contacts members who have not renewed to encourage them to renew and/or determine reasons for discontinuing their membership
8. Maintains an adequate supply of current ISACA membership application forms, marketing brochures and other related materials that may encourage individuals to join ISACA
9. Maintains membership records or advises individuals how to maintain their own information on the ISACA International web site
10. Works with secretary to enroll new members by forwarding applications and dues to ISACA International Headquarters
11. Ensures that membership records are accurate
12. Compares records with previous periods to determine the percent increase/decrease in membership and meeting attendance
13. Responds to correspondence regarding membership
14. Supports joint meetings with local chapters of other professional organizations
15. Maintains a complete and orderly file of past and current chapter officers
16. Develops and implements a chapter membership award program
 - a. Presents the program to the chapter board for approval and to the general membership when appropriate
 - b. Develops and implements a special recognition program for members who have excellent meeting attendance and recognizes those members at the annual meeting and/or at other events
 - c. Increases chapter awareness and appreciation of awards by appropriately publicizing the programs
 - d. Coordinates other chapter awards
 - e. Suggests/selects items to be given as awards
 - f. Reviews the qualifications of each chapter member and determines which individuals meet the standards of the awards program
 - g. Presents names of award nominees to board for approval
 - h. Orders awards
 - i. Presents (or coordinates presentation of) awards during annual meeting and/or other chapter event
 - j. Maintains records of all annual and special awards presented by the chapter
 - k. Coordinates with the treasurer to develop a budget for awards
 - l. Maintains log of awards received by chapter from ISACA International Headquarters and publicizes receipt of awards to the chapter membership
17. Works with education and/or program committees/chairs to develop an annual survey that helps identify member needs
18. Contacts members periodically to learn if ISACA and the chapter are meeting their needs; reports findings to the [chapter relations staff](#) at ISACA International Headquarters
19. Prepares special invitations for meetings of significant/higher importance

Reporting Responsibilities

The membership director and/or committee reports to the chapter VP of Membership and works very closely with all chapter officers.

Committee-Specific Responsibilities

The Membership committee provides Membership assistance and identifies strategies for growing ISACA and Chapter membership. The specific duties of the Director, Membership are:

- Responsible for defining, managing, and reporting on overall budget for Chapter social events and volunteer coordination activities within established timeframes
- Reports regularly on membership statistics and establishes plan for retaining/growing membership
- Works with Director, Outreach and Professional Development to ensure special focus is directed on students and young professionals.

Membership Statistics & Analytics Coordinator

- Provide monthly stats regarding new, transfers, and exiting members
- Complete the annual Growth & Retention Worksheet.

Social/Networking Events Coordinator

- Organize at least 2 social events that will include mixers at local venues.
- Coordinate with vendor to negotiate the terms of the contract, ensuring that the events stay within budget.
- Coordinate with Marketing and Communications Committees to ensure that the events are well advertised.

Membership Mailings Coordinator

- Ensure that the new members are added to the Chapter's e-mail and mailing distribution lists on a monthly basis.

Current Chapter Membership Lists

The membership director can download the [chapter member roster](#) at any time. If he/she requires additional information on how to download/export the roster, please contact the [chapter relations staff](#).

Turnover Procedures

When turning over to the new membership director, the following steps should be completed:

- Assist president in coordinating recognition/awards dinner(s),
- Ensure all members, nonmembers and local corporations that participated in chapter activities and management throughout the year are appropriately recognized,
- Attend the turnover meeting as scheduled by the president and turn over all documentation, procedures manuals, software, inventory, etc., at the meeting, and
- Transfer appropriate files to the new membership director/committee. **(NOTE: Previously downloaded member rosters should never be retained/forwarded on.)**