

Member Milestone Supervisor

Supervisor: Director of Alumnae Engagement

Department: Alumnae Engagement

Date Created or Revised: January 2025

Purpose

The member milestones supervisor is responsible for overseeing the operation of the member milestones team.

Responsibilities

- Annually determine the number of specialists needed to hire based on anticipated returning specialists. Conduct hiring with the director of alumnae engagement to fill open team member positions.
- Assign member milestone specialists to 50- and 75-year members to be contacted.
- Serve as the main point of contact for member milestone specialists.
- Onboard and train member milestone specialists as needed.
- In addition to the onboarding call, host a call for all member milestone specialists two additional times per year to get the team together at the mid-program and end-of-program timeframe.
- Ensure that member milestone specialists are contacting their assigned 50- and 75-year members.
- Meet monthly with the director of alumnae engagement to address specialist progress, items of concern or recommend updates to the member milestones program.
- Conduct research on lost members to obtain a more accurate membership database.
- Follow up with members as you receive communication back from them.
- Send the provided card to 50- and 75-year members as assigned by the member milestones team leader and include a personalized celebratory message.
- Update the shared member milestones document on a timely basis to provide information, including but not limited to the type of contact made, updated member contact information and deceased member updates.

Expectations

- This role is appointed for a one-year term ending on July 31.
- This role requires four to ten hours per week on average.
- No travel is expected for this role. Any changes in travel expectations will be communicated to volunteers.
- Meet all expectations as outlined in Gamma Phi Beta's [Appointed Volunteer Expectations Agreement](#).

Preferred Competencies and Experiences

- Communication.
- Teamwork.
- Critical Thinking.
- Experience supervising others.

