

Member Milestone Specialist

Supervisor: Alumnae Engagement Manager

Department: Alumnae

Date Created or Revised: September 2023

Purpose

A member milestones specialist contacts a predetermined list of 50- and 75-year members to celebrate their important membership milestone through a written card, phone call or personalized email.

Responsibilities

- Send the provided card to 50- and 75-year members as assigned by the member milestones team leader and include a personalized celebratory message.
- Follow up with members as you receive communication back from them.
- Forward any stories you receive from members to the member milestones supervisor.
- Conduct research on lost members to obtain a more accurate membership database.
- 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

- Volunteer one hour per week.
- Serve for a one-year term with the ability to serve again.
- Respond to all communication within 48 hours.
- Submit reimbursement for postage stamps, if desired.
- Participate in annual training virtually.
- Attend periodic member milestones team meetings virtually.
- Pay annual **international alumnae dues** or be a **Life Loyal member**. To check if you are in good standing, login at GammaPhiBeta.org > Member > My Profile. On the first tab, if your paid through date is blank or if the date is in the past, you have not yet paid this fiscal year. If you are Life Loyal, you have paid for life and are in good standing!

Preferred Competencies and Experiences

- Effective, clear and timely written and verbal communication.
- Ability to contribute positively to a team.
- Desire to recognize and celebrate others.