

# Member Milestone Specialist

**Supervisor:** Member Milestones Supervisor

**Department:** Alumnae Engagement

**Date Created or Revised:** January 2025

## 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

- Attend and actively participate in team meetings held virtually three times a year.
- Conduct research on lost members to obtain a more accurate membership database.
- 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.
- 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 one to two 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.