



Volunteer Job Description - Member Services Volunteer

Summary of Position:

The Member Services Volunteers will provide support in the planning and implementation of the Membership program for the Museum and Education Centre.

Qualifications:

- Willing to gain an understanding of The Kelowna Fire Museum and Education Centre's vision and programs
- High level of organization with an attention to detail.
- Excellent verbal and written communication skills.
- Self-motivated and self-directed
- Experience working with Microsoft Word, Excel, Outlook, and standard business software an asset but not required.
- Database management experience or ability to learn custom software an asset but not required.
- Strong interpersonal and communication skills.
- Dedicated individual who is committed towards a great cause.

Responsible To: Director of Volunteers and Donor Relations

Primary Responsibilities:

- Respond to member inquiries.
- Process new member applications.
- Update current member data (change of address, phone and e-mail info, etc.)
- Process membership renewals.
- Prepare, assemble and mail new member packets, including membership cards and other materials.
- Assist with preparation of member communications and coordination of special events.
- Assist with the preparation of reports for the annual audit.
- Assist with special membership attraction/retention projects such as Direct Mail Campaigns, Membership Retention Mailings, etc. including: brochure writing, design, printing, mail list purchase/exchange, etc.

Training Provided:

Orientation to the facility and regular meetings with the Director of Volunteers and Donor relations to plan activities, monitor progress and provide data, background information and problem-solving support.

Benefits of Volunteering:

- Make new community contacts.
- Gain community recognition for professional pro bono work.
- Recognition and appreciation according to the Kelowna Fire Museum and Education Centre's Volunteer program.

Time Commitment: minimum 4 hours per week

Length of Commitment: minimum 3 months

Grounds for Termination:

- Failure to carry out assigned responsibilities
- Misrepresenting the Society or its policies
- Breach of confidentiality

Contact Person: Director of Volunteers & Donor Relations

Date Revised: June 2009