

**Chapter Leader Position Description: Director of Onboarding and Retention**

**Position Summary:**

**(Coordinates new member onboarding (monthly) and member-facing retention efforts (weekly))**

The Director of Onboarding and Retention supports the coordination of member/ volunteer onboarding processes for chapter by collaborating with Executive Leadership to ensure new members/volunteers have a positive experience as they begin membership/service. This role also assists with succession planning and recruitment for all positions.

**Time Commitment:**

**Term**: One Year

**Estimated Time Requirements per month:**

* Perform responsibilities of the position and participate in communications about chapter issues: 6 hours
* Attend monthly board meeting: 1.5 hours plus travel time
* Attend monthly chapter meetings and/or Special Interest Group meetings, when possible: 2 hours plus travel time and additional time to cover setup and breakdown as needed
* Participate in at least one chapter-wide committee: 2 hours
* Attend Annual Chapter Leaders (ALC) conference (strongly recommended)

**Responsibilities:**

* Coordinates new member onboarding (at least once per month)
* Responds to member-facing retention efforts (weekly)
* Works with Director of Member Engagement to identify ways to increase engagement and membership
* Provides monthly membership data for CARE

**Training**

* Recruits and trains volunteers to support this role
* Updates personal knowledge of ATD strategies and operations

**General**

* May be asked to write articles for newsletter
* Support and promote CARE and the strategic goals and action plans of the chapter

**Board Participation**

* Reports volunteer engagement and Communities of Practice information to the EVP on a regular basis
* Attends monthly board of director’s meetings
* Represents the chapter professionally and ethically in all business functions/organizational activities
* Participates in other chapter events, committee meetings, and regional conferences as available

**Qualifications:**

* Member of Greater Richmond ATD Chapter (required)
* Ability to give and receive constructive feedback on how to improve membership recruitment efforts (required)
* Demonstrated verbal and written communication skills to effectively interact with a diverse population (preferred)
* Demonstrated initiative and enthusiasm for serving chapter members
* Member of ATD National (recommended)
* Skilled in written and verbal communication, personal interaction, and problem-solving in a team environment
* Ability to plan, organize, and execute activities as required by the position
* Ability to complete projects within established timeframes
* Willingness to advocate for the chapter and represent chapter professionally and ethically in all business functions/organizational activities
* Time to attend board meetings and other chapter functions as required by this position

**Benefits:**

* Paid membership for Greater Richmond ATD Chapter
* Paid attendance for Greater Richmond chapter events
* Paid Professional-Plus Level Membership to ATD National (when appropriate)
* ALC conference and hotel registrations (when appropriate)