



PETERBOROUGH NEW HORIZONS BANDS

Position Description: Members Manager

Date: 2024 May 24

Summary: This person is the first point of contact for inquiries and potential new band members and gets them engaged into the organization (band assignment, added to communications & database etc.). They introduce the new member to key people and provide guidance when they join. Coordinate or assist other committees and the Conductors with the recruitment of new members. (eg. Information Day, Community fairs, first day Open House). Track new and current members interested in joining the Green band.

Skills Required:

Emailing. Communication. Organizing. Comfortable updating an online spreadsheet or database.

Exemption:

This is a key role for PNHB, so the volunteer taking on these responsibilities has the option of having their fees waived.

Responsibilities:

All year

The PNHB Season runs from September to August.

Follow the "Financial Controls Policy" regarding purchases and reimbursements.

Engage others to assist as needed.

Keep the Membership Committee Board Liaison informed of how things are going and in March inform them of the budget needs for the next season.

These are the documents the Members Manager maintains and uses,

- New Member Welcome letter
- Membership Registration form (and version on website, Webmaster maintains it)
- list of committees they can volunteer to help in
- list of bands and ensembles and who the Band Representatives are an online spreadsheet of tracking inquiries and new members (see "Recruitment Procedure")
- Recruitment Procedure document

These are the documents the Members Manager uses and should be familiar with, so they can provide contacts with the right information.

- Instrument rental information from PNHB (see Property Policy) and local businesses.
- Instruments available for rent by PNHB (provided by the Property Committee)
- Membership Registration form & policy on waivers & reductions (see Membership Policy)
- list of terms, fees, due dates, methods of paying and schedule (provided by the BOD)
- Process for moving amongst bands (see PNHB Movement between bands during a Term policy) and ensembles (see Small Ensemble policy)



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Follow the procedures in the "Recruitment Procedure" on how to respond to inquiries, engage new members and get them started, track their engagement within PNHB. Keep this document current as things evolve.

June-July

Work with the Publicity Recruitment Committee to plan and start coordinating preparations for the first day of the season rehearsals (Open House) for all bands. Gather the information and documents needed.

August

Contact the new and existing members to make sure they are ready to start in September. Coordinate with the Communications Manager regarding starting new files (see the "Registering Members Procedure").

September, 1st day of rehearsals (Open House)

After the link of all band rosters is emailed out, print a copy for each band.

Be available on the first day of the season's rehearsals for all bands. Set up a table with documents needed, and be available to answer questions, show new members where to set up, hang coats, washrooms, coffee etc., help returning members know which band they are in etc.

Introduce new members to their Band Representative who will be their first point of contact for questions or issues regarding fees or for passing information to others like the Board or the Communications Manager.

September - May

Talk to the Band Representatives to keep informed of members that might need some "hand holding". Encourage new members not to leave and try to remedy whatever is causing them to want to quit. Escalate major concerns to a Board Director. Inform the Board Secretary of any member's major illness or death in their close family.

March

Work with the Green band conductor to organize Information Day.

- re:groups demonstrating instruments, date, location, coaches attending. Recruit others to assist with Information Day organization.
- Work with the Social Committee for what they will do.
- Work with the Publicity Recruitment Committee with what to advertise.
- Inform and encourage current PNHB members to join Green Band.
- Ask band members to submit names, phone numbers, addresses, and email addresses of potential Green Band people for a September start. Ask those who submitted names to attend with their friends as well - good for extra support.
- Gather information and documents to have at the Information Day.
- Establish a list of interested people and phone each person to remind them to attend Information Day.

Inform the Board Liaison budget needs for the next season.



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May

Inform the current membership about them being able to join the Green band next season. See the "Recruitment Procedure" document regarding the tracking of this information.

May/June Information Day

Implement and Coordinate Information Day plans. Set up a table with information, and be available to answer questions, show where to set up, hang coats, washrooms, coffee etc. and collect Membership Registration forms.

Date Approved: May 24/2024

Signed: *[Signature]*
PNHB President

Signed: *[Signature]*
PNHB Board Secretary

Revision History:

Date	Description
2024 May 24	Put in standard format. Review and update. Change name from Green Band Manager to Members Manager because they handle all members not just Green members. Document the process in Recruitment Procedure.
2011 May	original