



WESTERN PACIFIC RAILROAD MUSEUM

	SECTION VOLUNTEER POSITION DESCRIPTION	SUBJECT Membership Administrative Services Manager
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Position Title: Membership Administrative Services Manager

Description/Purpose of Assignment: The membership administrative services manager manages the membership enrollment process, membership roster (membership list), membership activities and member service programs.

The position manages the bookkeeper in the membership process and recordkeeping.

The membership administrative services manager reports to the FRRS President.

In the absence of the FRRS President, the volunteer manager reports to the FRRS Vice-President.

As a minimum, the volunteer manager must maintain current knowledge of the Volunteer Manual and FRRS policies and procedures.

This position is vital to the museum and requires patience and strong attention to detail.

List of Tasks:

- Develop, promote and maintain a wide range of volunteer opportunities within the organization
- Survey staff regularly to assess needs for volunteer assistance
- Manage the membership levels
- Manage the development and production of products and service created for members
- Recommend and develop new member programs and services
- Assist the volunteer manager when needed
- Recruit new members
- Attend recruiting events within the community to attract qualified candidates and members
- Work with the Marketing and Public Relations Department and professional associations to publicize opportunities for volunteers members
- Develop and maintain relationships with other volunteer organizations within the area
- Act as a single point of contact for communications on membership issues

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- Work closely with the society webmaster to promote and communicate society activities
- At least every two years assess the cost for membership and membership services and the dues level and determine if a change in dues maybe needed. Develop a report for consideration of the board of directors with proposals, costs and options

Other duties may be assigned as appropriate.

Outcomes/Goals: The volunteer will know the assignments of a membership administrative services manager and will have performed them successfully according to acceptable museum policies and procedures.

Training: All volunteers are required to attend the annual training.

Reporting: All volunteers are expected to maintain a time log of hours worked. This log will remain in the Volunteer Lounge, Operations Office or other location described from time to time. The FRRS President may request additional reports, such as progress reports.

Time Commitment: WPRM prefers that each volunteer agree to a minimum number of hours per month to museum service, but fewer hours are accepted. Any work that can be completed at home or outside the museum may be done at the convenience of the volunteer, provided it has been approved.

The membership administrative services manager should expect an on-going time commitment of approximately 1 - 2 hours per month. The membership administrative services manager must be available for special events and training, and may be required to attend off-site activities

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VOLUNTEER POSITION DESCRIPTION	Membership Administrative Services Manager

Qualifications Needed: Volunteer manager candidates should possess an attention to detail, enjoy handling large responsibilities, interacting with volunteers, members and the general public, be an effective communicator and possess strong leadership skills.

The candidate must be proficient in basic computer applications, such as word processing, spreadsheets and internet usage.

Record keeping skills (for admissions, marketing and organization) and planning skills are critical for this position.

Good candidates will have job-related experience, such as working in a museum, managing volunteer programs or leading teams in other organizations. Candidates must be knowledgeable of management principles and evaluation techniques related to programs that involve a cadre of volunteers.

Previous experience is not needed, but training is required.

The ability to write neatly and legibly is preferred.

There is one class of the membership administrative services manager:

1. Membership Administrative Services Manager

Other documents:

- FRRS Policies and Procedures
- Volunteer Manual

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