

ROLE:	Membership Coordinator
REPORTS TO:	Chief Executive Officer (CEO)
PARALLEL SUPPORTS:	Finance/Membership/Events/Advocacy
KEY STAKEHOLDERS:	External Providers: Prospective members, community organisations, and other stakeholders Internal Providers: VESPIIA members and Operational Committee teams.
STATUS:	Volunteer Position

ORGANISATION OVERVIEW

The Veterans, Emergency Services & Police Industry Institute Australia (VESPIIA) is a for-impact organisation built to support the supporters, acting as a peak body for the organisations, staff and volunteers working to deliver support and programs to Veterans, Emergency Services, Police and their families.

VESPIIA achieves this through providing advocacy and lobbying on behalf of the sector, professional development and networking events, resources and other support, to ensure our members can deliver the best possible support to the community.

ROLE OVERVIEW

The Volunteer Membership Coordinator will play a critical role in supporting VESPIIA's member engagement, recruitment, and retention efforts. This role involves managing membership processes, fostering relationships with current and prospective members, and ensuring members feel valued and connected to the organisation's mission.

KEY RESPONSIBILITIES

1. Membership Recruitment
 - Assist in developing strategies to attract new members, including outreach efforts and promotional activities.
 - Respond to inquiries from prospective members, providing information about VESPIIA's mission, benefits, and membership tiers.
 - Support efforts to grow membership across diverse sectors and regions.
2. Member Engagement
 - Help maintain regular communication with members to ensure they are informed about VESPIIA events, initiatives, and opportunities.
 - Coordinate member onboarding processes, including welcome communications and orientation materials.
 - Collaborate with other volunteers to organise networking and engagement activities for members.
3. Administrative Support
 - Maintain and update the membership database to ensure accurate records.
 - Track membership renewals and assist in preparing reminders and follow-up communications.
 - Generate reports on membership trends and provide insights to the Operational Committee.
4. Feedback and Improvement
 - Collect and analyse feedback from members to identify areas for improvement in VESPIIA's offerings.

- Collaborate with the committee to develop initiatives that address member needs and enhance the overall membership experience.

SKILLS AND COMPETENCIES

- **Interpersonal Skills:** Strong ability to connect with members and build lasting relationships.
- **Communication Skills:** Clear and professional written and verbal communication.
- **Organisational Skills:** Ability to manage records, track data, and meet deadlines efficiently.
- **Customer Service:** A member-focused mindset with a commitment to providing excellent service.
- **Team Collaboration:** Willingness to work closely with other volunteers and stakeholders.
- **Passion for Service:** A commitment to supporting those who serve our communities.

QUALIFICATIONS AND EXPERIENCE

- Prior experience in membership management, customer service, or community engagement is beneficial but not required.
- Enthusiasm for contributing to a volunteer-driven organisation.
- Familiarity with CRM systems or membership databases is a plus.

COMMITMENT AND EXPECTATIONS

- **Approximate time commitment:** 3-5 hours per week, flexible based on availability and deadlines.
- Attend monthly Operational Committee meetings (virtual or in-person as required).
- Maintain regular communication with committee leads to report progress.

SUPPORT PROVIDED

- Orientation to VESPIIA's mission, goals, and processes.
- Access to templates, resources, and team support for membership-related tasks.
- Opportunities for skill development and networking within the sector.