

## DIRECTOR OF MEMBER SERVICES

### RESPONSIBLE TO:

The Board of Management  
President and Executive of SNB

### FUNCTIONAL RELATIONSHIPS:

- The SNB Board of Management
- President and Executive of SNB
- Branch Manager and staff
- State Director of Member Services
- SLSA National Youth Development Committee
- SLSA Director of Development
- Clubs & Members
- Club Junior Activity Chairpersons

### RESPONSIBILITIES:

- Oversee programs to provide development, recognition for members of SNB
- Ensure implementation of all SLS and SNB policies relating to Member Services.
- Ensure that Junior Activities within the Branch are developed and promoted
- Prepare monthly reports for presentation to Directors and BoM Meetings

### STATEMENT OF DUTIES:

- In consultation with Managers and appropriate staff, overview the Member Services component of the SNB Strategic Plan and update existing plans which shall be presented to the Directors for the promulgation to the BoM.
- Advise SNB on reports and recommendations received from officers, appropriate staff, members and other forums, established from time to time to consider and recommend upon membership matters
- Act as chairperson of conferences and forums, called together to consider member services matters
- Attend Member Services meetings and advise, by standard reporting protocol, of strategic recommendations relative to the management of the Member Services Plan
- Attend Executive and SNB meetings
- Be prepared to undertake programs to give advice when so requested by the SNB, the President or the Branch Manager.
- Be able and prepared to attend all BoM, Executive and other meetings, conferences and forums which are convened and will affect upon Member Services.
- Prepare and manage approved budgets.

### TIME COMMITMENT

The position of SNB Director of Member Services is a voluntary position which requires a commitment of time and energy required to complete the duties of the position.