



## MEMBERSHIP SECRETARY

### ROLE DESCRIPTION

The role of the Membership Secretary is to effectively manage all membership matters for the society. Specific responsibilities are:

#### **New members**

- Answer any queries received from the public, from new members or Birds NZ office holders via the membership email account.
- Monitor the membership email account for notifications of new members. Ensure payment has been received (credit card or bank transfer) and update the MembershipWorks profile accordingly.
- Send a standard, agreed welcome letter to new members, along with an old copy of Birds New Zealand (if available) and any other introductory gifts (cards, lens wipe etc).
- People who join online automatically also receive a welcome letter from the MembershipWorks system.
- Email the Regional Representatives when sending out new member packs.

#### **Established members**

- Advise the Editor of Birds New Zealand quarterly about donations and new members.
- Supply Pivotal Print with print numbers for the quarterly dispatch of 'Notornis' and 'Birds New Zealand' publications. Allow for a few spare copies (5 copies for Michael (Editor) who will pick this up from Pivotal; 20 complimentary copies for politicians (Pivotal to post these out directly as per the mailing list they hold on file – just have to provide them with any changes to the list as and when they occur); 50 copies for Welcome Packs posted out to new members.
- Supply Pivotal Print with an Excel spreadsheet of NZ and overseas addresses of all financial members for the quarterly dispatch of publications (end February, May, August and November).
- Update the database as needed (new members, deaths, resignations and reasons etc).
- Support RRs or any other BirdsNZ staff with any member queries or issues with the database. Queries may be referred to the Web Support person if the issue cannot be answered by the Membership Secretary.

#### **Subscription Renewal Notices**

- Renewal notices will be emailed automatically to members by MembershipWorks 6 and 3 weeks before the renewal is due and again 3 and 6 weeks after the renewal date if not previously paid.

- Renewal notices to members not on email need to be printed and posted. A reminder to be sent 6 weeks before the renewal date and final notice to be sent 6 weeks after the renewal date if not previously paid.
- Members who do not pay by the renewal due date are moved to “Overdue” status. They can be moved to expired if no payment is received after 13 months. The 13 month delay allows for a member to skip one year’s membership and then re-join, which is not an uncommon thing.

### **Membership Secretary access**

- The membership Gmail account
- MembershipWorks database
- The OSNZ BNZ bank account – view only
- The STRIPE dashboard – view only
- A laser printer

### **Actions through the year**

Generate annual membership numbers for inclusion in the Annual report.

Following consultation with President, to manage any further membership matters that may arise from time to time.

*Revised November 2022*