

The Mission and Purpose of PMI-SVC Programs

Our purpose is to increase awareness of project management as a skill, practice and profession to enable changemakers within the Sacramento Valley Chapter of PMI. We are the growth, innovation and opportunity development branch of the Chapter with the mission to increase awareness of project management and develop long term relationships with future partners and members. Our goal is to build relationships to inspire new and existing members.

**Director of Member Experience**

ROLE DESCRIPTION: Responsible for understanding what chapter membership values in order to support recruitment and membership growth. This position owns the member journey, from member onboarding to retirement – and everything in between. Builds programs to provide associated value delivery in accordance with chapter policies and bylaws.

ROLES AND RESPONSIBILITIES:

* Recruitment and/or retention of members
* Oversee and manage chapter SWAG.
* Works with Vice President Member Relations, Director of Member Analytics, Director of New Membership to create Member Journey Map.
* Analyze and integrate survey feedback for inclusion in the strategic/operational planning.
* Develop and implement support plan including the promotion of PMI and chapter membership value.
* Communicate member value through various delivery methods in alignment with the Membership Benefits Package.
* Utilize membership marketing materials available through the PMI Marketing Portal Develop and implement a rewards and recognition program plan to recognize member milestones (such as anniversaries or awards).

LEADERSHIP SKILLS:

* Persuasion/Motivation Skills
* Active Listening Skills
* Skilled in Strategic Planning and Process Execution

*Expected time commitment*: At least 10-15 hours per month

Contact Information

To find out more about this position and the chapter, please contact:

Adam Schmidt, Vice President of Member Relations, VPMR@pmi-svc.org