

Pacific Unitarian Church
MEMBERSHIP DIRECTOR
Position Description

Revision December 26, 2011

Purpose: Deepen members' connection with Pacific Unitarian Church by helping to facilitate their involvement with the church's ministries; encourage membership growth by welcoming visitors to the congregation; connect visitors, friends and members to each other and the ministries of the church.

Primary Responsibilities:

Design, implement and manage Membership programs as directed by the Board of Trustees, under the supervision of the Lead Minister. To do so, work closely with lay Membership Chairperson and Membership subcommittee coordinators (current volunteers indicated in []).

SUB-COMMITTEE RESPONSIBILITIES

I. Greeters [Louise Allison]

Coordinator: Ensure Greeter assignments are assigned and trained for each Sunday service and back-up team; submits annual budget request and annual report to Membership Director.

Greeters are stationed by the PUC Parking Lot (or under outer building hallways during inclement weather) to greet all that come to PUC for Service, and ensure Member name badges are available for pick up. New visitors are guided to the Welcome Table. Greet visitors on the Patio after Service.

2. Welcome Table

Coordinator: Ensures Welcome Table Hosts are assigned and trained for each Sunday morning and a back-up team; calls first-time visitors during the first week after their initial visitor to reiterate our welcome and to see if the visitor has any questions; ensures blank visitor badges, PUC & UU literature, PUC Welcome Packs, and other needed materials are available; informs Membership Directory if more materials need to be ordered; submit annual budget request and annual report to Membership Director.

Welcome Table Hosts set up materials for the table at least 30 minutes before service, and put them away after Coffee Hour. Hosts welcome visitors and provide them information, and a visitor's name badge. For first-time visitors, Hosts will encourage visitor to complete a Guest Card. For returning visitors, Hosts will check their name on the Return Visitor List and provide visitor their pre-printed name badge. Greet visitors on the Patio after Service. Write up upcoming activities on the Welcome Table Whiteboard.

3. Hospitality

Coordinator: Ensures Coffee Hour Hosts are assigned and trained for each Sunday and a back-up team; checks coffee inventory and orders Fair Trade Coffee replenishment order as needed; submits annual budget request and annual report to Membership Director.

Potluck Brunch Coordinators: Place tablecloths, centerpiece, and Host sign on buffet tables before service; Shop for and prepare "seed" food; plate contributed food and put out food, dishes, utensils, napkins, donation basket on buffet tables; clean up buffet table and kitchen; wash mugs, dishes, utensils, serve ware; take home tablecloths, launder and return.

Coffee Hour Hosts (Weeks 2-5): Place tablecloth, Host Sign, and centerpiece on Hospitality Table before Service. Ensure coffee pass-through counter is stocked and organized. Before service ends, prep, plate and put out snacks on Hospitality Table. Clean up table and kitchen after Coffee Hour. Take home tablecloth, launder and return.

Juice & Cookie Shopper: Replenish and a regular basis juice and cookies for Coffee Hour use.

4. Dinners with UUs

Coordinator: Identifies volunteer host for Dinners with UUs 6 times a year: 2nd Saturdays in even-numbered months; informs Welcome Table of location of next Dinners with UUs and number of sign up limit (sign ups taken at Welcome Table); pick up sign-up sheet from Welcome Table the Sunday before Dinners with UUs; informs Dinners with UUs Host of their responsibilities (call those that have signed up with their dish assignment); publicize Dinners with UUs, e.g., write View article after a dinner occurred.

5. Buddy Program

Coordinator: Identifies host and/or location for Buddy Mixer 6 times a year: a Saturday in odd-numbered months; publicizes Buddy Program; send invitation to recent visitors and new members and Buddy volunteers; recruit more senior Buddies (established members) as needed. Upon request from visitors and new members, assign 3-month Buddy matches. Provide direction, suggestion and resources to senior Buddies.

6. New Member Bios [[Gary Fletcher]]

Coordinator: Find writers to interview new members and submit bios to The View.

7. New Member Badges [[Maurice Chevalier]]

Membership Chairperson creates, prints, and laminates new member badges monthly.

DIRECT RESPONSIBILITIES

8. Church Windows

a. Maintenance

In coordination with the Church Administrator and/or volunteers, maintain visitor and member status and contact information in Church Windows. This includes, but is not limited to:

- i. Visitor visit status, interests, email.
- ii. Visitor to Membership transition
- iii. Membership Termination
- iv. Birthdays
- v. Volunteer Assignments
- vi. Class attendance status.

b. Data

- i. Generate weekly Return Visitors Sheet for Welcome Table usage
- ii. Generate quarterly Membership Count list – email to lead minister

9. Visitors

- a. Greet visitors and introduce them to others; tell them about PUC and its programs;
- b. Hold monthly orientation class, Intro to UU & PUC on 3rd Sundays each month
- c. Print return Visitor name badges weekly and put in Welcome Table In-Box.
- d. Write up Upcoming Activities for Whiteboard and put in Welcome Table In-Box.
- e. Send a personalized welcome email to new visitors.
- f. Invite recent visitors who have not yet attended to Intro to UU & PUC.
- g. Send periodic emails or call visitors dependent on specific interests/circumstances.
- h. Ensure PUC Membership collateral available/ordered (UUA flyers, videos, PUC brochure, PUC program literature), etc., including updating PUC brochure for Welcome Packet. Give to Welcome Table Coordinator for compiling and distribution to new visitors.

10. Members

- a. New members: Have sign Membership Book, take, crop and send photograph to Office Administrator (for inclusion in Church Windows and next photo directory);
 - b. Ensure Lead Minister, Membership Chair, New Member Bio Coordinator and View publisher is informed of new member name and contact information.
 - c. Edit Welcome Letter and print on PUC letter paper stock. Place in Lead Minister's In-Box for signature (then mailed by the Office Administrator).
 - d. Twice annually (March and September) conduct a New Member Reception; invite members who have joined in the last 6 months; print Membership Certificates; coordinate with Membership Chairperson refreshments and program;
 - e. Send periodic emails or call members who have not been at PUC for a while and/or specific interest/circumstance deems appropriate.
 - f. Attend Program Council meeting to provide updates regarding Membership, schedule Membership events (e.g., Buddy Mixers, New Member Receptions, etc.), and solicit 2nd Sunday Coffee Hour PUC Group Hosts.
 - g. Provide updates to Webmaster for Membership-related web pages and content on the PUC website.
11. Hospitality
 - a. Check kitchen for food and supplies. Emails coming Sunday's Coffee Hour Host and cc: Hospitality Coordinator for groceries that need to be purchased.
 12. Submit annual Membership budget request to Board/Finance Committee. Manage expenses to approved budget.
 13. Submit annual Membership report to Board.