# Member Services Committee

## Purpose

To create a program for membership development and retention, recommend criteria and conditions for membership, and recommends products and services that add value to BCxA membership.

## Primary Responsibilities

1. Create, review and revise a system of identifying potential BCxA members inviting them to join, and integrating them into the Association once they have joined. Including chapters in the recruitment process.
2. Developing a system of surveying non-renewing members, tracking their reasons for leaving, inviting them to rejoin and establishing target retention goals for each year.
3. Continuously review membership requirements, categories, dues, revocation, and make suggestions for policy changes to the BCxA Board of Directors. Research and recommend additional programs and products that add value to BCxA membership.

## Membership

The Committee shall consist of a minimum of one member from each Chapter. The chair of the Committee shall be nominated by the Executive Director through an application process and with final approval by the Board of Directors. The chair of the committee shall serve a two-year term. The Committee will also include one liaison from the Board. The chair will manage the Committee and its meetings. When discussing pricing of membership, the only members other than staff that will be part of the recommendation will be Emeritus members.

## Meetings & Reports

The Committee will determine the time and place of its meetings, if they meet at least monthly to ensure a timely deliverable. Committee will assign a note taker and submit notes for the Board review after each meeting.

## Duration

The Committee shall serve until dissolved by the Executive Director.