

## **Membership Board Report**

December 2023

Shelby von Hofe/Marcus Spann

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### **Membership Services**- Shelby von Hofe

I was onboarded to the Membership Services Team in October, using my first month here to train on relevant systems and create protocol to keep the Membership Services Team workflow as productive as possible. So far, I have trained fully on my essential duties and systems, such as EveryAction and our Development file server. I am, of course, still learning and trying to reduce errors whenever possible but overall my training is complete.

Since my onboarding in October, I have caught up with and streamlined the membership online requests and call request system, creating task lists that need to be done each day to keep things up to date every week. I have instituted trackers for checks received to reduce response times. I am currently compiling my notes into a Training Guide for the Membership Services Team to use in the future. Finally, I created a draft of an updated Membership Information page on our Members Only site that is waiting on approval and uploading.

I have also fully launched the Chapter/Members Sharepoint Group and uploaded all essential membership and chapter documents to it to help increase productivity within the membership and chapters team. I have put all trackers there for us all to contribute to and hope to create a new Issue Tracker so that we can keep track of the more complicated requests and problems that come up between our teams to increase collaboration and reduce error.

Total Current Membership: 44,100

### **Membership Financials**- Marcus Spann

- Process checks that come into the office and create a tracker to upload in EA
- Create a tracker for checks that come in from chapters for membership for Shelby to upload in EA
- Process materials that come in from DMP (our caging vendor)
- Respond to member inquiries regarding dues and contributions
- Work with finance team at the NAC