

DIRECTOR OF MEMBER SERVICES

It shall be the duty of the Director of Member Services to oversee the Member Services Committee and the 35 and Under Committee to ensure that the Members of the Association are receiving educational and informational opportunities to enhance the benefits of membership with programs of interest to CREW members in real estate and related industries, and networking opportunities fostering meaningful interaction for CREW members.

Director of Member Services Duties:

- Keep the Member Services Committee and the 35 and Under Committee apprised of CREW DC events and Board directives.
- Recommend to the Board co-chairs for the Member Services and 35 and Under committees.
- Liaison with the Member Services and the 35 and Under Committee Chairs and CREW DC Board to plan events that are of interest to the member community.
- Communicate CREW DC themes and initiatives to the Committees to aid in planning appropriate member events.
- Provide strategic direction and oversee all responsibilities of the Member Services Committee and the 35 and Under Committee.
- Attend monthly Member Services and the 35 and Under Committee meetings.
- Coordinate consent agendas with the Chairs for submission to the Board in advance of their monthly meetings.
- Work closely with the Treasurer in establishing and overseeing the budget for the Member Services and the 35 and Under Committee.
- Brainstorm potential event ideas with Committees.
- Assist the Member Services and the 35 and Under Committee Chairs, when needed, in all capacities.

MEMBER SERVICES COMMITTEE

It shall be the duty of the Member Services Committee to provide services to the Members of the Association through educational and informational opportunities to enhance the benefits of membership with programs of interest to CREW members in real estate and related industries, and networking opportunities fostering meaningful interaction for CREW members.

Member Services Committee Chairs – General Duties:

- Work with the Director to evaluate programming and events that fit initiatives of CREW DC.
- Participate in the annual calendar of event planning and budgeting process.
- Plan diverse panel discussions and roundtables.
- Develop and provide networking opportunities for targeted membership groups.

- Lead monthly committee meetings to review event plans and recruit committee members to volunteer for event planning.
- Assist the volunteers in the planning and approval of each member services event. Attendance of each event is recommended.
- Work with Communications Liaison to promote events and submit post-event summaries and photos.
- Work with Finance Liaison to ensure the events are within budget income and expense projections.
- Prepare consent agendas for submission to the Board in advance of their monthly meetings – include stats (profit/loss, attendance etc.)

Member Services Committee Member Responsibilities include:

- Attend monthly committee meetings
- Volunteer to organize, plan and attend one or more member services event per year

<p>35 & UNDER COMMITTEE</p>
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It shall be the duty of the 35 and Under Committee to provide services to Members of the Association that are 35 years of age and under through educational and informational opportunities to enhance the benefits of membership with programs of interest to CREW members in real estate and related industries, and networking opportunities fostering meaningful interaction for CREW members.

35 and Under Committee Chairs – General Duties:

- Work with the Director to evaluate programming and events that fit initiatives of CREW DC.
- Participate in the annual calendar of event planning and budgeting process.
- Develop and provide networking opportunities for CREW DC members that are 35 years of age and under.
- Lead committee meetings to review event plans and recruit committee members to volunteer for event planning.
- Assist the volunteers in the planning and approval of each 35 and Under event. Attendance of each event is recommended.
- Work with Communications Liaison to promote events and submit post-event summaries and photos.
- Work with Finance Liaison to ensure the events are within budget income and expense projections.
- Prepare consent agendas for submission to the Board in advance of their monthly meetings – include stats (profit/loss, attendance etc.)

35 & Under Committee Member Responsibilities include:

- Attend monthly committee meetings
- Volunteer to organize, plan and attend one or more 35 and Under event per year

Chapter Administrator – General Duties:

- Prepare E-flyer with assistance from designated Committee member
- Check chapter calendar and calendars of other real-estate industry groups for date conflicts; maintain Member Services and 35 & Under program dates on chapter calendar.
- Set-up registration portal – maintain registration and waiting lists for events
- Review vendor contracts for compliance with CREW DC standards
- Provide CREW DC credit card information to vendors
- Provide metrics for events – number of attendees, profit/loss
- Prepare and send badges with registration list to Chair or designated committee member
- Reimburse committee members for expenses
- Work with Director of Member Services and Board to identify qualifying Women of Influence invitees. They include:
 - CREW DC members who have been a member for over 10 years or in the Industry for over 20 years
 - CREW DC “C-suite” or Business Owners
 - All CREW DC Past Presidents
 - Current Board Members and Advisory Board Members