**Job Description – Membership Officer of the Military Historical Association of Australia Incorporated (MHSA Inc.)**

**Background:**

Until 2014 the duties of the Membership Officer were carried out by a member of the

Federal Council, which was then located in Canberra and was usually the Secretary.

In 2016, the late John Meyers FMHSA (then the Queensland Division President) was appointed to the position of the Membership Secretary.

In 2017, due to confusion with the role of Federal Secretary, it was agreed by Federal Council that the position title be changed from the Membership Secretary to the Membership Officer.

**The Role of the Membership Officer:**

As a membership officer in an incorporated association the responsibilities include:

1. Membership Management: Managing the membership database by processing new membership applications, updating member records, and ensuring accuracy of membership information.

2. Membership Renewals: Facilitating the renewal process by sending reminders to members, processing membership fees, and updating membership status.

3. Member Services: Providing support and assistance to members by addressing their needs, concerns, and requests. This may involve coordinating member benefits, offering resources, and facilitating member networking opportunities.

4. Reporting and Analysis: The role involves generating reports and analysing membership data to evaluate membership trends, retention rates, and overall member satisfaction.

By conducting these annual analyses, the Membership Officer will have a comprehensive understanding of the society's membership dynamics, engagement levels, and areas for improvement.

This information will help to guide the Federal Council decision-making process and in developing strategies to enhance the society's membership experience and growth.

These analysis are:

A Membership Growth Analysis: Analyse the number of new members gained and the number of members lost during the year. Identify any trends or patterns in membership growth to better understand the factors influencing membership retention and attraction.

A Membership Demographics Analysis:

Analyse the demographic characteristics of the society's members, such as age, gender, location, profession, etc as directed. This analysis can help the society understand the composition of the membership base and identify any gaps or potential areas for improvement in terms of diversity and inclusivity.

A Membership Satisfaction Analysis:

Conduct surveys or feedback sessions to measure member satisfaction with the society's activities, services, and overall experience as required. This analysis will provide insights into the strengths and weaknesses of the society's current offerings and help identify areas for improvement.

A Membership Retention Analysis:

Analyse the rate of member retention over time. Identify reasons for member attrition and develop strategies to improve retention rates. This analysis will help the society understand why members leave and to take proactive steps to address their concerns.

5. Collaboration: Working closely with other members, committees, and Federal Council as required to ensure effective membership management and integration with other society activities.

**Duties:**

The Membership Officer is responsible to the Federal Council of the MHSA Inc for maintaining the membership register of all members of the Society.

* The Membership Officer reports to the Federal Secretary of the society.
* The Membership Officer is responsible for producing a report to the Federal Council Secretary MHSA Inc presented at the Society’s Annual General Meeting (AGM) and reports for Federal Council meetings. This annual report for the AGM shows the membership changes over the past year.
* Each quarter the Membership Officer provides the editor of *Sabretache*, via email, a list of all members to permit the compilation of a mailing list for the distribution of the Society journal.
	+ The Membership Officer is required to delete any MHSA Inc member from the *Sabretache* mailing list who has not paid their annual membership fees after September of any financial year.
	+ The Membership Officer is an ex-officio appointment by the Society’s Federal Council and carries no voting rights on the Federal Council. The position within the Society is similar to that of the Editor of the Society journal. The Membership Officer is encouraged to join in the regular video conferences which the Federal Council holds four times a calendar year.
	+ The Membership Officer is also responsible for administering the records and details of Non-Branch Members and Associations (a Non-Branch Member is a member of the Society who elects not to be a member of a specific Branch/Division due to an inability to attend meetings or prefers not to attend meetings.
	+ Associations are mostly State and Defence libraries in Australia and overseas.
	+ The Membership Officer needs to send out membership reminders to those Society Non-Branch Members, Associations and Branches/Division which are under their administration.
	+ Annual membership fees are due by 30th June each year.
	+ The Membership Officer sends a receipt to each MHSA Inc member when the members annual fees have been received. On occasion, the Membership Officer may be required to issue an invoice to anyone who requests an invoice to enable payment of fees.

* + Through the Membership officer email address on the MHSA Inc website:

https://www.mhsa.org.au/

The Membership Officer will receive enquires from people interested in becoming members of the Society. The Membership Officer will need to determine if such people want to join a Society Branch/Division or become Non-Branch Members (or their equivalent). If such a person wants to join a Branch/Division the Membership Officer will liaise with the branch executive so that the person receives the required information to join.

* + People joining the Society during a membership year will be eligible for back issues of *Sabretache* through Dr Justin Chadwick who is editing and distributing all the *Sabretache* journals. Electronic access to issues prior the current 12-month period will be made through the website.
	+ The Membership Officer keeps a hard copy file of Non-Branch Members and Association applications to join the society and renewals. This information is then available to the MHSA Inc Federal Council upon request.
	+ The Membership Officer maintains records of members who have resigned, died or who have not renewed their membership of the Society.

**Liaison:**

The Membership Officer needs to liaise with the following officers of the Society to perform their duties and include:

* + MHSA Inc Federal Treasurer: In most instances, Non-Branch Members and Associations pay their annual subscriptions by bank transfer. However, there are occasions where payment is made to the Membership Officer by cheque or money order. The Membership Officer then has a responsibility to either deposit these funds in the Federal Council bank account or post to the MHSA Inc Federal Treasurer and advise the Federal Treasurer of these payments.
* The Editor of *Sabretache*: Provide a mailing list of members when requested for distribution of *Sabretache* and alter member records from returned mail.
	+ MHSA Inc. Branch/Division Secretaries (and/or other Branch/Division executive officers): To enable the Membership Officer to maintain up-to-date records of branch financial members, their addresses and contact details, the Branches/Division also need to advise the Membership Officer of any resignations. This is done in part by the Membership Officer emailing a copy he/she holds of that Branch/Division membership information.

**Information Requirements:**

* + The Membership Officer communicates through the email address of

 members@msha.org.au

* + The MHSA Webmaster assists with setting up email address on to the Membership Register.
	+ The Membership Officer receives a current bank statement from the Federal Treasure on request to ensure membership fees have been paid.

**Qualifications/Skills Required:**

* + Be a current member of the Society.
	+ Able to use an email program.
	+ Able to use Microsoft Excel spreadsheets; and
	+ Have the time available, being aware that the position is voluntary. The largest workload is when memberships are being renewed with some lesser ongoing time requirements for administration throughout the calendar year.

N.B. Non-Branch Members and Associations are administered by the Membership Officer and have no connection with any of the Branches/Divisions. They have voting rights at the annual general meetings. They represent about 20% of the overall membership of the Society.