



*United States Army*  
**Warrant Officers Association**  
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## Membership Manager Job Description

### Reporting to: Executive Director USAWOA

#### Summary of Responsibilities:

- Learn and utilize USAWOA membership platform (YourMembership)
- Maintain and update Your Membership online web-based membership files.
- Utilize MS Teams functionality for communication and file storage
- Maintain Chapter Officers Data files.
- Maintain Chapter Minutes files.
- Maintain Members Lost list.
- Assist Chapter Officers and Members by advising and giving options on membership information and Chapter operations.
- Answer all phone calls, emails, and member inquires
- With the USAWOA Bookkeeper, perform additional office administrative duties as required
- Provide Chapter Presidents training in YourMembership to facilitate their ability to run chapter member reports
- Develop and implement processes for managing all data and reports in YourMembership

#### Daily Responsibilities:

- Process changes to membership records received online, email, mail, and telephone.
- Process changes to chapter data file records received online, email, mail, and telephone.
- Add new members to the YourMembership
- Add new WO1 members to YourMembership
- Update member information in YourMembership
- Update Chapter Minutes file records received by email, mail.
- Update email addresses and member contact information in YourMembership on received online email, mail, and telephone.
- Process request for chapter rosters received from email request.
- Verify daily inquiries made by members online for data changes.

#### Weekly Responsibilities

- Create new membership packets from new membership applications received.
- Print replacement membership cards for change in rank
- Print new membership cards for WO1's who have renewed after initial free membership.
- Send out mail being held because of bad addresses that we have received corrected mailing addresses from members.

#### Monthly Responsibilities

- Prepare address labels for Newsliner and email to printer.
- Create and email Region Director Rosters to all six Region Directors.
- Create reports for EXCOM/BOD meetings.
- Create reports for President's package
- Close out input source folder for month and set up to start the new month of input.
- Process and mail Continuous Service Membership packages.
- Email notifications of Newsliner availability online.
- Email notification of pending membership expiration due in two months ahead.
- Print and mail letters of 1st notification of membership expiration.
- Print and mail letters of final notification of membership being inactivated.
- Print and mail letters to Life Members for annual verification of personnel information.
- Drop expired members to the inactive file 45 days after expired membership email to AUSA and USAWOA VP
- Upon request from Chapters mail updated rosters to Chapter President/POC
- Prepare reports for Newsliner - New Members, Deceased Members, and New Life Members and Continuous Service List.

### **Quarterly Responsibilities**

- Prepare Rebate Edit report for verification..
- Prepare Chapter Rebate report.
- Prepare Chapter contact list.
- Prepare Chapter Minutes report for quarter rebate
- Prepare address labels for rebate letters.
- Print rebate letters for mailing with rebate checks.

### **Yearly Responsibilities:**

- Update Fund Raiser template.
- Get approved Tri-fold template.
- Get approved Fund Raiser Ticket template.
- Email approved template to ticket vendor.
- Create mailing list for ticket mailing.
- Have envelopes printed and stuffed with tickets, tri-fold, return envelopes and mailed.
- Prepare AMM reports and email distribution list of active members to AMM Credential Committee.
- Prepare proofs for newly elected officers for Business Cards. Once approved have printed and mailed to new officer. Also order new name badges.
- Inventory and set up for shipment materials needed to conduct AMM businesses.
- Order Plaques and Streamers for Awards Committee.

### **As Required**

- Print and mail requested Awards and pre-printed certificates.
- Work with Chapters that are newly forming or restarting after being closed.
- Prepare list of members near these chapters.
- Get copies of approved Bylaws
- Get list of Pro Temp Officers and update Chapter Data File
- After approval of EXCOM/BOD prepare Chapter Charter for presentation by USAWOA Official representative.
- Prepare and mail JROTC Achievement Certificates per request.
- Working with Fort Novosel in acquiring new WO1 applications; mail them Newsliner's for distribution & arrange for mug orders/delivery.

- Contact lost members for updated mailing address
- Verify active memberships of newly elected officers
- Determine proper chapter affiliation for new members and members with change of address