



## ***Role and Responsibilities of an USMAA Relationship Manager***

November 2019 by Ruzna Shums (Secretary)

1	Prior to every USMAA event, call each of the member families from the list allocated to the RM to inform them of the event, confirm attendance, obtain the number of participant and the children ages for planning
2	Proactively identify new members whose values align with USMAA's Vision, Mission and Values
3	Maintain an up-to-date individual USMAA member list
4	Inform the Communications Manager and Data Manager of any changes to the individual member list ( e.g. changes to contact details, changes in type of membership individual to family)
5	Vet individual member list for accuracy prior to sending out bulk invoices for membership fees (e.g. exemptions due to hardship, member type, paid already, etc)
6	Follow up members who have not paid their annual membership by the due date
7	Any unsuccessful membership collections to be updated with the Communications and Data Manager so that they could be moved to the non-current financial member list
8	To interact enthusiastically with the attendees at USMAA events by moving among them, greeting them and engaging them in conversations
9	Deal with general issues arising from members under the relationship group
10	General duties at USMAA events