

Airstream Club International Policy Document



Membership Chair Roles & Responsibilities

International Membership Chair

- Coordinate with Headquarters, IBT and other International committees for alignment of activities.
- Support office staff on member issues & complaints.
- Identify best practices for recruiting, retention and onboarding through the regional and local clubs.
- Develop training programs and seminars for Membership Chairs.
- Maintain website & resource tools for Membership Chairs.
- Work with regional and local clubs to identify how to measure member satisfaction and rally experience.
- Monitor membership demographics and renewal trends received from the main office to feed into membership retention strategies set at the IBT level.

Regional Membership Chair

- Support local Club Membership Chairs by providing training and sharing best practices.
- Implement and manage membership development plans and materials for region-based members who have not selected a home club to retain members.
- Help organize member activities for region rallies as requested by regional officers
- Work with local club chairs to plan new member rallies.
- Monitor regional membership demographics and renewal trends to identify regional and club-level challenges.
- Coordinate changes to membership transfers when local clubs merge or close.
- Work with the International Membership Chair on policies and training.

Local Membership Chair & Intra-Club Membership Chair

- Support local Club Membership Chairs by providing training and sharing best practices.
- Implement and manage membership development plans and materials for region-based members who have not selected a home club to retain members.
- Help organize member activities for region rallies as requested by regional officers.
- Work with local club chairs to plan new member rallies.
- Monitor regional membership demographics and renewal trends to identify regional and club-level challenges.
- Coordinate changes to membership transfers when local clubs merge or close.
- Work with the International Membership Chair on policies and training.



HQ Membership Administration

- Process new member applications and send new member packets.
- Notify local and intra-clubs of new members.
- Initiate and process renewal communications.
- Collect new & renewal member dues and remit to local and intra-clubs.
- Respond to direct member inquiries and assist in resolving member challenges.
- Work with members to help navigate the club website.