



**Alamo Chapter  
Position Descriptions  
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## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Chapter President

**Importance of Position:** Directs and manages the overall operation of the Chapter. Position is the focal point for all aspects of the functionality of the Chapter.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 90% - 100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Love of country
- Strong advocate for a strong military establishment
- Strong knowledge of federal, state and local governments
- Strong knowledge of National MOAA, the Texas Council of Chapters and the MOAA Alamo Chapter
- Impart the goals, philosophy, and expectations to all current and new members of the MOAA-AC staff
- Effective spokesperson for all Chapter initiatives/decisions
- Enthusiasm and commitment to the vision and the mission of National MOAA, the Texas Council of Chapters and the MOAA Alamo Chapter
- Establish legislative goals and supporting activities in concert with the VP, Legislative Affairs and the MOAA-AC staff

**Responsible to:** Chapter membership and the Board of Directors

### **Major Responsibilities:**

- Serve as Chairman of the Board of Directors and ensure its successful functioning

- Effectively lead the Chapter consistent with the approved strategic and operational plan for the Chapter
- Ensure that the needs of the diverse membership are served in the best way possible
- Motivate Executive staff to obtain maximum performance from each person on the elected and appointed staff
- Be mindful and attentive to the financial aspects of the Chapter
- Appoint such committees necessary to enhance the functioning of the Chapter.
- Be non political from a partisan political perspective. It is the issue not the political party that is important
- Preparation and execution of a functioning chapter Strategic Plan

### **Training/Preparation:**

- Believe in the organization and what it does
- Be interested in the qualifications appropriate and committed to them
- Ideally, serve in several positions on the Executive staff, i.e. “work the chairs”
- Be committed and involved in military/veterans advocacy issues
- Be involved in and/or aware of appropriate community/state/national governmental issues
- “Work” the outgoing President hard for his/her expertise/advice

**Average Time Commitment:** The amount of volunteer time that can be committed is directly proportional to the overall success of the Chapter – minimum 25 hours per month

**Length of Commitment:** Minimum 2 years

### **Measures of Success:**

- A Chapter following the Strategic Plan
- A strong, motivated/enthusiastic and committed executive staff
- A well informed membership
- A satisfied membership as determined by membership retention and growth
- A financially viable organization
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Edward L. Marvin

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Executive Vice President, Operations

**Importance of Position:** Second in line to the President and available to perform the duties of the President if the President is not available.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Knowledge of the MOAA Alamo Chapter
- Knowledge of the Texas Council of Chapters Officers and Initiatives
- Knowledge of MOAA National Officers and Initiatives
- General oversight of Chapter officers and operations assigned to me

**Responsible to:** Chapter President

### **Major Responsibilities:**

- Knowledge of general operations of the Alamo Chapter and able to carry out the responsibilities assigned to me by the President.
- Represent the Chapter in events and areas where needed and where the President or other officers cannot be present.
- Lead and direct initiatives assigned by the President
- Conduct staff meetings, luncheons or other Chapter events when the President is unavailable.

### **Training/Preparation:**

- Generally will hold other offices within the Chapter prior to standing for election to this position.

- Need to have a good working knowledge of the President's goals and objectives for the direction of the Chapter.
- Must keep in close contact with the President and other Officers, as necessary, to meet mission goals of the Chapter and the President.
- Must be prepared to represent the Chapter and its mission at any time needed, for any function or meeting whether within or without the Chapter.

**Average Time Commitment:** Minimum 10 hours per month

**Length of Commitment:** Minimum two years

**Measures of Success:**

- Chapter goals and missions are being met due in appropriate measure to the support and assistance of the EVP.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** James Cunningham

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Vice President, Administration

**Importance of Position:** Helps to ensure continuity in the event that the President and Executive Vice President are not available for performance of their duties.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Knowledge of MOAA
- Working knowledge of Chapter by-laws
- Service of at least one term in a non-executive position

**Responsible to:** Chapter President

### **Major Responsibilities:**

- Attend monthly Chapter Board, Staff and membership meetings.
- Work closely with the Vice President for Membership Recruitment and Retention in order to provide help and support for this critical activity.
- Attend Texas Council of Chapters meetings as Alamo Chapter representative.
- Primary Chapter responsibilities for interaction with regional ROTC/JROTC programs to include the administration of the Chapter ROTC/JROTC Awards Program.

**Training/Preparation:** Review records, materials and articles pertaining to above position. Meet with predecessor and, if possible, shadow him while in the performance of his duties for a smooth transition.

**Average Time Commitment:** Minimum of eight hours a month. This can double during the ROTC season (Feb-May).

**Length of Commitment:** Minimum one year.

**Measures of Success:**

- Confidence of President and Executive Vice President in the running of meetings and ability to attend meetings in the name of the Chapter.
- Records are in order and up to date.
- At least 80% of ROTC awards are presented by Chapter members.
- Maintains good relations with JROTC/ROTC instructors and their staff.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Gilberto Rodriguez

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Secretary

**Importance of Position:** Proper administration of the Chapter depends on the proper development and maintenance of important documents and records. This position – in conjunction with the Chapter's independent contractor – accomplishes these critically important secretarial duties.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Service of at least one term in a non-executive position.
- Good note taking, writing and editing capabilities.
- Good record keeping.

**Responsible to:** Chapter President

### **Major Responsibilities:**

- Attend all meetings.
- Record and prepare minutes of board, staff and membership business meetings.
- Distribute minutes of meetings.
- Maintain Chapter records.
- Prepare reports and returns as required by law.
- Maintain by-laws.
- Act as Chapter parliamentarian, when needed.
- Performs special assignments as directed by the President.



**Training/Preparation:** Meet with President and executive officers to receive their thoughts and guidance. Review all previous Chapter minutes. Thoroughly study MOAA, MOAA-AC and Chapter by-laws.

**Average Time Commitment:** Minimum six hours per month.

**Length of Commitment:** Minimum two years.

**Measures of Success:**

- Minutes are prepared and distributed in a timely manner.
- Records are maintained.
- Reports and returns filed on time.
- Chapter business is in order.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Norris Yates

**Date Prepared:** June 2007

**Date Revised:** August 2007



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Treasurer

**Importance of Position:** Helps to ensure that the Chapter maintains a strong financial position and is fiscally responsible and accountable for its financial actions.

**General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

**Position Qualifications:**

- Service of at least one-term in another staff position
- Good with numbers and with appropriate financial software
- Comfortable doing budgeting, accounting and balancing checkbooks

**Responsible to:** Chapter President

**Major Responsibilities:**

- Maintain financial records and reconcile discrepancies
- Prepare annual budget with input and help from other officers and the executive team
- Prepare financial statements and report on financial status, monthly
- Monitor cash flow
- Prepare and file IRS and other government forms

**Training/Preparation:** Review records, materials, etc. pertaining to all aspects of Chapter finances prior to assuming position. Meet extensively with predecessor for a smooth transition of duties.

**Average Time Commitment:** Minimum of sixteen hours per month.

**Length of Commitment:** Minimum two years.

**Measures of Success:**

- Checkbook is balanced
- Chapter has increased revenue by 15% year to year
- There is more income than expenses every year
- Records are in order, all forms are filed, budget submitted, approved and Met
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Dan Cummings

**Date Prepared:** June 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Vice President, Legislative Affairs

**Importance of Position:** Helps to ensure that the Chapter executive staff and membership is knowledgeable about relevant legislative happenings on the state and national level. Advises the Chapter on legislative matters at all levels.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Knowledge of MOAA and MOAA Legislative Agenda.
- Working knowledge of MOAA's web site.
- Working knowledge of U S legislative system.
- Working knowledge of state of Texas legislative system.

**Responsible to:** Executive VP Operations

### **Major Responsibilities:**

- Be knowledgeable of the MOAA Legislative Agenda.
- Be knowledgeable of bills filed with Texas Legislature using MOAA Legislative Agenda for comparison.
- Track/follow bills of interest to our membership that are selected by MOAA, Department of Veterans Affairs, Texas National Guard, and other military organizations.
- Advocate for legislation favorable to Active Duty, Reserve, National Guard, and Retired Military Officers and their spouses / survivors.
- Inform and advise the Chapter President and staff on legislative affairs.

- Maintain liaison with the local offices of U S Congressmen and Senators representing the Chapter area and with the State of Texas Senator and Representatives representing the Chapter area.

**Training/Preparation:** Review/study the legislative agenda developed by MOAA, the Military Coalition, and other retiree groups so as to become familiar with the desires and legislative goals of those organizations. Meet extensively with Chapter President to determine the legislative interests and goals of the Chapter. Meet extensively with predecessor for a smooth transition of duties. Meet extensively with Deputy Vice President to ensure that all relevant issues are addressed.

**Average Time Commitment:** Minimum of twenty four hours per month.

**Length of Commitment:** Normally one year.

**Measures of Success:**

- Article appears in *The Lariat* Newsletter each month addressing the status of relevant legislative bills in US and Texas legislatures.
- Provided leadership for needed actions by the staff and membership in regard to various bills pending in US or State legislature.
- Will have met with appropriate State and National legislators and/or their staffs at least one time per year.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Francis E. Parks

**Date Prepared:** May 2007

**Date Revised:** August 2007



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Vice President, Logistics

**Importance of Position:** Provides the President and other key staff members advice and guidance on all logistical matters involving the Chapter.

**General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

**Primary Qualifications:**

- A member of the Chapter who is well versed on present logistical regulations and procedures.

**Responsible to:** Executive VP Operations

**Major Responsibilities:**

- Provide oversight of all Duty Officer activities.
- Purchase major office equipment, as required.
- Oversee expenditures for office supplies and postal costs. These actions are executed by the Chapter's full time contract assistant.
- Performs other logistical missions, as directed.

**Training/Preparation:** Review all guidance as outlined in the MOAA-AC by-laws and other applicable documents.

**Average Time Commitment:** 20 to 30 hours a month.

**Length of Commitment:** Minimum 2 years.

**Measures of Success:**

- All logistical matters are completed in a timely manner and within budget.

- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Randy E. Hoff

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Vice President, Membership Recruitment & Retention

**Importance of Position:** To maintain and protect membership files and to promote the procurement of new members.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Must be knowledgeable of recruiting and retention programs
- Able to coordinate and support the efforts of assistants who are focused on the recruitment and retention efforts.

**Responsible to:** Chapter President

### **Major Responsibilities:**

- **Recruiting**
  - a) Establish and supervise the efforts of a team of volunteer persons who will focus on the recruiting effort.
    - i) It will likely be necessary to develop a membership team that can focus on the following categories of potential members:
      - (1) Active duty personnel
      - (2) Auxiliary membership
      - (3) Persons who are members of MOAA-National but have not joined our Chapter
      - (4) Support of recruiting efforts suggested by MOAA-National (e.g., "Give Me 10!")
      - (5) Other former officers of the Uniformed Services (friends, etc.)



- b) Establish and deliver to a set of goals for the annual attainment of new members. (Note: the annual membership goal should be 'net' of losses.)
  - i) Report monthly on the results of the recruiting efforts, by category of member (Active Duty; Auxiliary; etc.).
    - (1) Evaluate what recruiting efforts are the most productive, etc.
- c) Work to ensure that each new member is welcomed into the MOAA-AC in an appropriate manner.
  - i) Welcoming letter from the Chapter President or other such person.
  - ii) Ensure that each new member has a temporary sponsor / host at the first meeting to be attended by the new member.
  - iii) Ensure that those new members who express an interest in volunteering to support the MOAA-AC are given a chance to do so, soon.
- d) Ensure that there is recruiting coverage at functions and activities that will be a likely source for new members.
- e) Encourage and support all members in their recruiting efforts.
  - i) Use *The Lariat* to encourage recruitment by all members.
  - ii) Send an occasional 'blanket email' to all members, soliciting their support in the recruiting effort.
- f) Be responsible for the development and use of tools for recruiting (e.g., flyers; posters; etc.)
  - i) The recruiting program must, by necessity, address the "what's in it for me" issue.
- **Retention**
  - a) Develop and exercise a program to proactively follow-up on potential losses of members.
    - i) Engage the efforts of the leadership of the MOAA-AC to contact potential losses, as required, in order to dissuade them, if possible.
  - b) Report monthly on the number of losses, the reason for the losses, and the success / failure of follow-up contact efforts to retain them.
    - i) Over time, develop and analyze the reasons for losses so that programs and plans can be put in place to reduce such losses.
  - c) Coordinate with the VP for Programs to ensure that scheduled programs appeal to the interests of the membership.
- Awareness of programs for membership
  - a) Write a monthly article for *The Lariat*, discussing membership matters.
  - b) Provide a 'membership table' at all official MOAA-AC functions.
- Point of contact for recruiting material
- Maintain and make available as needed the MOAA-AC membership roster.

### **Training/Preparation:**

- Maintain a positive approach to recruiting by participating in local events where recruiting may take place
- Work to ensure that there is a constant source of volunteer personnel in the pipeline, to assist in the recruiting effort.

**Average Time Commitment:** 40 Hours/month

**Length of Commitment: Minimum** one-year

**Measures of Success:**

- Increase in membership vs. established goals (new members minus losses)
- Retaining of members vs. established goals for losses (e.g. less than 2% per year)
- Positive feedback from members
- Members wanting to recruit
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Jochen (Josh) W. Welch

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Vice President, Personal Affairs

**Importance of Position:** Helps to ensure that all members of MOAA-AC are helped, and kept current, regarding health care services and other initiatives available to them.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Knowledge of health care and other benefits available to members;
- Knowledge of local base/post resources for referrals, e.g. Casualty Assistance Offices and Legal Assistance Offices;
- Retired Medical Service Officer from any branch ( Desirable);
- Widow or widower (Desirable).

**Responsible to:** Chapter President

### **Major Responsibilities:**

- Serve as the primary link between MOAA-AC and membership regarding personal affairs, e.g. health care, government benefits, etc.;
- Keep MOAA-AC apprised of deaths of regular and auxiliary members;
- Represent MOAA-AC at health care functions, e.g. meetings, conferences, and councils in the military community;
- Provide information regarding personal affairs to all Chapter members, to include recommending to MOAA-AC staff the distribution of appropriate MOAA National publications;

- Work with surviving spouses upon the death of a member regarding actions that need to be taken and benefits available. (If appropriate, accompany surviving spouse to base/post Casualty Assistance Office.);
- Represent MOAA-AC at funerals of members.

**Training/Preparation:** Learn appropriate materials/publications from MOAA National and MOAA-AC regarding Personal Affairs. (In the event the Vice President-Personal Affairs is a retired Medical Service Officer, he/she, will have substantial knowledge of the operation of our Medical Treatment Facilities ("MTFs")). Learn points-of-contact in, and locations of, base/post Casualty Assistance Offices and Legal Assistance Offices

**Average Time Commitment:** Variable due to nature of the workload, e.g. deaths of members; funerals; committees, conferences, and council meetings.

**Length of Commitment:** Minimum one year.

**Measures of Success:**

- Number of outside meetings, conferences, and councils attended representing MOAA-AC.
- Number of phone calls by members, and non-members, requesting personal affairs assistance;
- Number of surviving spouses of members that were assisted.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Stuart S. Myers

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Vice President, Programs

**Importance of Position:** Helps to ensure the Chapter reaches out to the military and civilian community with programs that increase brand awareness and project a positive image of MOAA through execution of contemporary and responsive programs.

**General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

**Position Qualifications:**

- Organizational skills
- Comfortable with budgeting and planning
- Familiarity with City of San Antonio and surrounding cities and military facilities
- At least one-year of active membership in Chapter.

**Responsible to:** Chapter President

**Major Responsibilities:**

- Make arrangements for board meetings, luncheons, outings and dinner dances/events
- Develop a set of programs that address the broad base of interests, experiences, and age of the MOAA-AC organization.
- Track all expenditures and receipts from these activities and provide the information to the Treasurer
- Coordinate all activities with the Vice President Logistics, Vice President Public Relations and Marketing, *The Lariat* Editor, Duty Officers and Contractor

- Conduct end-of-fiscal year program surveys and provide feedback to the staff, board and members

**Training/Preparation:** Get general direction from the Chapter President; meet extensively with predecessor; and ask for guidance and feedback from the staff and membership

**Average Time Commitment:** Normally, seven hours per month; 20-25 hours per month when outings or dinner dances are scheduled

**Length of Commitment:** Minimum one year

**Measures of Success:**

- Cost of activities do not exceed income
- Staff and board feedback is positive
- All financial records provided in timely fashion to Treasurer
- End-of-year program survey is positive
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Mac MacDonald

**Date Prepared:** May 2007

**Date Revised:** August 2007



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Vice President, Public Relations

**Importance of Position:** Provide media coverage for Chapter's activities. Explore and initiate new avenues to provide public and military awareness of the MOAA-Alamo Chapter.

**General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

**Position Qualifications:**

- Ability to communicate effectively in all required formats
- Experience in communication and public relations desirable.
- Ability to meet deadlines and respond rapidly to emergent issues.
- Resourceful and flexible in meeting Chapter's needs.
- Ability to work independently or in a group environment.
- Knowledgeable of national, state and Chapter's mission and stated objectives.

**Responsible to:** Executive VP Operations

**Major Responsibilities:**

- Maintain an effective relationship with the public and military media for the purpose of communicating the Chapter's mission, objectives and activities.
- Build and maintain a communications network.
- Serves as primary resource for Chapter's Public Relations program and activities.
- Assist Chapter President, Executive Staff and Board of Directors, as required.

- Assist in branding efforts of Chapter, as appropriate.
- Provide oral and written reports to the Chapter Executive Officers and/or Members of the Board, at least monthly, quarterly, annually, and as required by these identified members.
- Review and revise the Public Relations Program at least annually or as required by Chapter Executive Staff and/or members of the Board.

**Training/Preparation:** Serve as communications link with public and military media. Review and comply with MOAA National and Chapter publications regarding policy, procedures, programs and job descriptions.

**Average Time Commitment:** Variable. Minimum 8 hours per month.

**Length of Commitment:** Minimum 1 year. 30-day notice of resignation from position desirable.

**Measures of Success:**

- Maintain current Public Relations program.
- Increase public and military communication network by 10%.
- Expand branding of Chapter's mission to public and military media by 10%.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Phyllis J. Smith

**Date Prepared:** June 2007

**Date Revised:**





## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Active Duty Military Liaison

**Importance of Position:** Ensures the Chapter maintains a strong tie to officers who are actively serving, to include those in the Reserves and National Guard. Responsible for representing MOAA to the active duty community. Recruits active duty officers for membership in MOAA-AC. Essential to the future growth of the Chapter and sustaining its military identity.

**General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

**Position Qualifications:**

- Current or recent active duty experience

**Responsible to:** Chapter President

**Major Responsibilities:**

- Work with MOAA-AC VP for Membership to devise strategies for recruiting and retaining active duty members
- Execute strategies in concert with MOAA-AC to register and retain active duty military
- Work closely with VP, Programs to help develop programs and events that will appeal to active duty officers and their spouses as well as to the remaining MOAA-AC membership.
- Represent MOAA-AC at civic and JROTC events as requested
- Contact active duty National members to invite them to join the Chapter.

**Training/Preparation:** Meet/coordinate quarterly with MOAA-AC VP, Membership to assess progress, develop a way ahead for recruiting active duty

personnel. Help develop programs to encourage active duty participation in MOAA-AC sponsored activities. As appropriate, attend civic and other events as a MOAA-AC representative and a member of the active duty force.

**Average Time Commitment:** As much time you are willing to put into it.

**Length of Commitment:** 1 year rotation

**Measures of Success:**

- Active membership increased by 10 percent per year
- Substantive increase in active duty participation in MOAA sponsored events
- Represent an increase in active duty presence at MOAA sponsored events
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Col George Gagnon

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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### **Title: Advertising Coordinator**

**Importance of Position:** One of MOAA-AC's priority issues is financial stability, i.e. to generate and sustain stable, consistent and diverse revenue sources for long-term growth and expansion of the Chapter. One such source is to expand revenue from the sale of advertising in the monthly *The Lariat* newsletter and the periodic *Membership Directory*. This position is the coordinating focal point for helping increase advertising revenues and managing the overall advertising efforts.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Excellent human relations skills.
- Excellent written and oral skills.
- Idea generation and creativity.
- Ability to plan and organize.
- Not hesitant to ask "for the sale" and "close the deal" with prospective advertisers.
- Have a current driver's license and reliable transportation.

**Responsible to:** VP Administration

## **Major Responsibilities:**

- Work closely with the Chapter Editor to coordinate placing the ad with printing deadlines.
- Contract with and schedule advertisers.
- Recruit and canvas prospects.
- Follow-up on advertising leads in order to “close the deal”. [Many leads surface through contacts and referrals from other Chapter staff and members -- so this position does not require a great amount of “cold calling”. What is important is timely and prompt follow-up with prospects before they lose interest.]
- Client maintenance, i.e. once a client advertises it is important to continually pay attention to and nurture the relationship so they will renew in the future.
- Keep accurate records on all clients.
- Annually determine pricing system and guidelines for content for ads.
- Work with the Chapter Webmaster for potentially selling ads on [www.alamomoaa.org](http://www.alamomoaa.org).
- Develop collateral promotional materials to help support the process of selling ads.
- Assist in getting corporate sponsors for Chapter programs and activities.
- Attend and participate in scheduled staff meetings and Chapter functions.

**Training/Preparation:** This is a new position so individual will have to take the initiative to learn as much as he/she can about MOAA-AC and the advertising needs. It would be beneficial to meet with a counterpart advertising coordinator in another organization to exchange ideas, etc.

**Average Time Commitment:** Minimum of 8-10 hours per month.

**Length of Commitment:** Minimum one year.

## **Measures of Success:**

- Actual income from advertising exceeds budget.
- Advertising income increases every year.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** David Walker

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Chaplain

**Importance of Position:** Provides a religious balance in a normally business, military, social, non-partisan political advocacy environment.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of Board, staff, and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Qualifications:**

- Ordained and currently licensed by a recognized religious body.
- Experienced as an organizational chaplain, such as a military chaplain, member of the International Conference of Police Chaplains or chaplain to a recognized service organization.
- Ecumenical, that is, willing and able to minister across denominational lines.
- Comfortable working with members of the Chapter and, if needed, with their families

**Responsible to:** Chapter President

### **Major Responsibilities:**

- Work closely with Chapter's Vice President, Personal Affairs.
- Respond to and offer support to members and family in crisis as needed.
- Attend staff and board meetings and provide, if requested, invocations or other prayers appropriate to the meeting.

**Training/Preparation:**

- Completed graduate education at a recognized religious/theological university or seminary, receiving a Masters Degree in Divinity or equivalent and completed training in related specialty such as crisis management, grief counseling, ICPC Disaster response, military chaplaincy
- Coordinate with Chapter's Vice-President for Personal Affairs and prepare short report on requests for assistance and contacts from members.

**Average Time Commitment:** Minimum of ten hours per month.

**Length of Commitment:** Minimum one year.

**Measures of Success:**

- Meets deadlines for *The Lariat* submissions.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** The Reverend R. K. Ames

**Date Prepared:** June 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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### **Title: Duty Officer**

**Importance of Position:** Ensures continuity of daily operations and records for the Chapter. Serves as the Office Manager for the President.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- At least one duty officer attends 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Qualifications:**

- One day per week availability to support

**Responsible to:** VP Logistics

### **Major Responsibilities:**

- 1) Office Manager one day per week from 0900 – 1200 (three hours of work plus one hour for travel).
- 2) Upon reporting for duty, check the Voice Mail 359-7777, password 9955. When possible solve the problem then or delegate to proper staff officer.
- 3) Answer telephone, answer questions received telephonically, or by persons visiting the office.
- 4) Provide customer service for walk-ins.
- 5) Delegate specific problems, questions, or messages to appropriate staff officer either by telephone or by placing messages in his/her staff information box.
- 6) Mail distribution:
  - a. Prior to arriving at the office, pick-up mail at Wainright Postal Station, Box 8037.
  - b. Sort mail and distribute to appropriate staff officers by placing in his/her "Folder for Messages" for action.

- c. Record mail received in the Duty Officer (DO) Log.
  - d. Count and record ballot count of Chapter elections.
- 7) Names of staff members who perform services of a volunteer nature for MOAA-AC and hours served will be entered in the DO Log daily. This includes Staff and Board of Directors meetings.
  - 8) Monies received:
    - a. Payment of dues by military or auxiliary members will be noted in the DO Log as received. Checks then given to Contractor for entering into the computer.
    - b. Social functions: Name of the event, person(s) attending, payment by check or pay at the door (PAD) and menu selection will be noted both in the DO Log and on a separate registration form. Checks and registration form are then placed in an Event folder and placed in a file on the desk.
    - c. Telephone and FAX reservations for events will be listed in the DO Log and registered on the Event registration sheet and marked PAD.
  - 9) At the end of the shift, the daily duty roster is updated to reflect the next day's duty officer.
  - 10) Under comments: In the DO Log, list telephone calls received or made visitors to office and action taken.
  - 11) Additional MOAA-AC duties may be assigned, when indicated.

**Training/Preparation:** Spend one morning with a DO to be oriented on procedures and location of materials, etc.

**Average Time Commitment:** Varies. Maybe 16 to 20 hours per month depending upon how many days in the month their shift is scheduled.

**Length of Commitment:** Minimum one year.

**Measures of Success:**

- The office is covered 5 days a week by a DO.
- Smooth flow of communications between staff officers regarding MOAA-AC Strategic Plan and operations.
- Routine items are resolved in the office, thereby relieving staff officers for their more specific endeavors.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Irene Collier

**Date Prepared:** May 2007

**Date Revised:** August 2007





## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Editor

**Importance of Position:** This position is the point-of-contact for all materials published in the monthly Chapter newsletter, *The Lariat*. The Editor insures communication between the Chapter and the membership is presented in a consistently comprehensive manner and on a timely basis.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC.
- Aware of MOAA-AC By-Laws and Strategic Plan
- Have computer access and be reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Qualifications:**

- Background in the communications arena is highly desirable.
- Broad knowledge of the military departments and related organizations.
- Proven writing and editing skills.
- Excellent planning and scheduling skills.
- Flexible in working with a variety of situations.
- Excellent human relations skills especially with volunteers.
- Awareness of publication costs i.e. printing, advertising, distribution.
- Ability to coordinate efforts with VP of Membership to aid in building and retaining members and the Advertising Coordinator to insure ad goals are met.
- Ability to work effectively with a contracted staff person.

**Responsible to:** Executive VP Operations

### **Major Responsibilities:**

- Know and use MOAA National publication guidelines.
- Publish a high standard publication.
- Set and meet deadlines to insure publication is presented to membership

- on a consistent and timely basis.
- Work with each contributor to insure a collaborative effort in content.
  - Establish a working arrangement with the Advertising Coordinator to build long-term ad support.
  - Work hand-in-hand with VP Membership Recruitment and Retention to insure newsletter assists in meeting membership goals.
  - Work hand-in-hand with contracted staff person in design, structure and editing.
  - Coordinate with printer in the absence of the contracted staff person to assure timely distribution.
  - Train an Assistant Editor for backup in the event Editor is unable to perform his/her duties for a significant period of time.

**Training/Preparation:** This position requires some background in communications areas primarily involving written skills.

**Average Time Commitment:** Average 30 hours per month.

**Length of Commitment:** Minimum of one year is highly desirable.

**Measures of Success:**

- Positive feedback from both the staff and general membership.
- Actual cost of printing will be less than advertising revenue with no degradation of quality.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Rhoda Philby

**Date Prepared:** June 2007

**Date Revised:** February 20, 2008 by Gene Culp



## MOAA-Alamo Chapter Volunteer Position Description

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**Title: Special Activities Representative**

**Importance of Position:** The visibility, identity and credibility of the MOAA-AC depends upon active representation and involvement in special activities, committees, councils, etc. which exist for the good of the military community.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Excellent human relations skills.
- Excellent communications skills.
- Have a current driver's license and reliable transportation.

**Responsible to:** VP Administration

### **Major Responsibilities:**

- Representative to Post Exchange(PX)/Commissary Advisory Board Meetings
  - Attend all the quarterly meetings.
  - Pass-on the information received at this meeting which is of interest to the members of MOAA-AC at the Staff Meetings; and if the information is available in time for the next publication of *The Lariat*, the info is reported to the Editor.
  - Communicate questions, praises, complaints etc. about PX or Commissary items or services, given to me by members of MOAA.-AC, to the Advisory board. Feedback the information received to the person (s) concerned.

- Volunteer Advisory Council (VAC) Representative.
  - Attend all monthly meetings.
  - Report the various functions and activities of MOAA-AC to the Board of the VAC.
  - Report information received at the VAC at the next Staff Meeting; and if the information is available in time for the next publication of *The Lariat*, the info is reported to the Editor.
  - All Representatives of the various organizations help at the yearly Volunteer of the Year function.
  
- Cookie Angels
  - Keep a roster of all the Volunteers that either bake or bring items to the Warrior & Family Support Center (WFSC), Ft. Sam Houston.
  - Periodically call the Volunteers to see if they are still in the program and get their volunteer hours; report to the Duty Officer at MOAA-AC.
  - Recruit as many people as possible to satisfy the need of the WFSC.
  
- Greeter/Hostess at MOAA functions.
  - Two days before the functions, receive the roster of members attending the function.
  - Sort out the name tags for the tables; if there are new members, make up new name tags for them.
  - Mark the name tags for new comers so they can be introduced and welcomed. Give a list of new members to the president or whoever is the master of ceremonies for the function.
  - Label the name tags with the choice of meal the member has requested.
  - At the function greet the members and sell raffle tickets for our Outreach program.
  - Money earned from the ticket sale is then divided -- half to the winner and half to MOAA-AC
  
- VA Hospital representative.
  - Attend quarterly meetings.
  - Decorate the Hospice Ward for Holiday season. Prepare and distribute personalized stocking gifts for patients.

**Training/Preparation:** Most of the preparation is done by attending the meetings and learning from the meeting chairs what was expected, i.e. “on-the-job-training”.

**Average Time Commitment:** 12 hours per month.

**Length of Commitment:** Minimum of one year.

**Measures of Success:**

- If someone complains – failure; if nothing is said – success!
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Susie Tolman

**Date Prepared:** May 2007

**Date Revised:** August 2007



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Solitaires Chair

**Importance of Position:** Helping to keep single or widowed members participating in activities which further enhance their quality of life.

**General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

**Position Qualifications:**

- Member of MOAA-AC.
- Single military officer or widow of an officer.

**Responsible to:** VP Programs

**Major Responsibilities:**

- Planning and executing monthly events.
- Maintaining the “callers” list.
- Preparing rosters.
- Helping increase membership.

**Training/Preparation:** Meet with previous chair to assist in a smooth transition.

**Average Time Commitment:** 20 hours per month.

**Length of Commitment:** Minimum one year.

**Measures of Success:**

- Increased activities and events providing variety for attendees.
- Favorable feedback from happy and satisfied attendees.
- Accurate rosters of members.
- Increased attendance.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Mary Gossage

**Date Prepared:** June 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Staff Consultant

**Importance of Position:** Helps to promote continuously increasing efficiency and effectiveness in many facets of the Chapter's operations, programs, and initiatives.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Experience in overseeing and/or producing the layout and design of marketing, informational, or instructional flyers, brochures, or other related materials
- Good writing and editing capabilities

**Responsible to:** VP Administration

### **Major Responsibilities:**

- Attend staff and board meetings
- Observe and occasionally participate in a wide spectrum of Chapter events, programs, and activities, and provide input on possible improvements and initiatives in those areas
- Oversee and/or produce the layout and design of written and graphic marketing and informational materials
- Coordinate staff approval of new and revised marketing and informational material
- Research and coordinate the cost effective and quality mass printing of marketing and informational material
- Keep story boards/display current



**Training/Preparation:** Review Chapter marketing and informational materials and their proven development and printing options and sources. Meet with heads of various programs, such as VP, Membership and Public Relations to understand their programs, pros and cons of recent program initiatives, program challenges, and potential opportunities. Meet extensively with predecessor for a smooth transition of duties.

**Average Time Commitment:** Minimum of 15 hours per month.

**Length of Commitment:** Minimum one year.

**Measures of Success:**

- Adequate updated quantities of marketing and informational materials are available for use at or distribution to planned events and locations
- Recommends changes and new initiatives, or initiates new products at least every two months, which are accepted by the staff and have an appreciable positive impact on the Chapter
- Attends 50 percent of all Chapter social events and occasionally recruiting events, e.g., Extravaganzas, Retiree Days, with attendance at Solitaires events optional or applicable as per the holder of the position. This allows the consultant insight into potential improvements or changes for the Chapter's various events and venues.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Len Mull

**Date Prepared:** June 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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### **Title: The Officer Placement Service (TOPS) Officer**

**Importance of Position:** This program provides professional guidance and support for MOAA members/spouses in job transition from the military to the civilian sector. Providing this assistance not only is a great service but helps build MOAA-AC membership by interesting those in career transition to join the Chapter for its vast networking opportunities.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Knowledgeable of MOAA TOPS program.
- Have interest in the field of career transition.
- Be somewhat “connected” in the community.
- Still be employed in the community (desirable).
- Be outgoing and personable.
- Excellent oral presentation skills.

**Responsible to:** VP Administration

### **Major Responsibilities:**

- Help MOAA members and spouses transition from the military to civilian careers. Provide advice and counsel throughout the entire career transition cycle, e.g., networking, job market, resumes, interviewing, negotiating, etc.
- Review resumes and provide suggestions for improvement.
- Be a sounding board for those in career transition.

- Represent MOAA and MOAA-AC by speaking at executive transition assistance program functions sponsored by local military installations.
- Stay informed on local employment opportunities.
- Help transitioning members network in the local community – provide local networking contacts.
- Help recruit transitioning MOAA members for MOAA-AC.
- Recruit other networkers to help in the TOPS program.
- Attend monthly MOAA-AC membership meetings.
- Attend monthly staff meetings.

**Training/Preparation:** Learn appropriate materials/publications from MOAA National regarding TOPS. Stay current on the latest tools and techniques regarding successful career transition skills. Visit local military installations that have career transition programs for officers and tell them about the MOAA and MOAA-AC TOPS programs.

**Average Time Commitment:** Minimum of 5 – 10 hours per month.

**Length of Commitment:** Minimum one year.

**Measures of Success:**

- Number of those who have successfully career transitioned by landing a job.
- Number of MOAA members who have joined MOAA-AC because of their involvement in TOPS.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** David Patrick

**Date Prepared:** May 2007

**Date Revised:**



## MOAA-Alamo Chapter Volunteer Position Description

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### **Title: Volunteer Coordinator**

**Importance of Position:** Volunteers are fundamental to the success of the MOAA-AC. This position is the coordinating focal point to ensure that the Chapter maintains a strong cadre of individuals who are willing to be active volunteers by organizing the people to fit the need.

### **General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Write a monthly (or as required) article for *The Lariat*
- Computer access and reasonably computer literate
- Attend 85%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

### **Position Qualifications:**

- Excellent human relations skills.
- Excellent written and oral skills.
- Ability to motivate and interact with a diverse range of individuals.
- Ability to plan and organize.
- Not hesitant to ask individuals to help/volunteer.
- Have a current driver's license and reliable transportation.

**Responsible to:** VP Membership Recruitment and Retention

### **Major Responsibilities:**

- Recruit volunteers to fill positions, as needed.
- Assist executive team members in identifying and developing volunteer opportunities to match needs, i.e. "find out who needs help and get it for them".
- When members indicate they want to volunteer (normally indicated on their initial or annual renewal membership application or by word of mouth), do the following:

- Follow-up and make timely contact with the member to determine their interests, qualifications, etc.
- Next, work with the appropriate executive team member who needs the skills and assistance of the volunteer.
- Ensure that the new volunteer meets with the executive team member to discuss involvement.
- Last, follow-up to ensure that the match is made.
- Develop and implement volunteer recognition activities/events to include the Chapter Volunteer of the Year selection.
- Attend and participate in scheduled staff meetings and Chapter functions.

**Training/Preparation:** This is a new position so individual will have to take the initiative to learn as much as he/she can about MOAA-AC and the volunteer needs. It would be beneficial to meet with a counterpart volunteer coordinator in another organization to exchange ideas, etc.

**Average Time Commitment:** Up to 20 hours per month.

**Length of Commitment:** Minimum one year.

**Measures of Success:**

- Every key and critical position within the Chapter would have a successor and back-up person.
- Having a volunteer pool of individuals who are waiting in the wings to help, i.e. there would be more volunteers than opportunities to volunteer.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Martha Curtis

**Date Prepared:** May 2007

**Date Revised:** August 2007



## MOAA-Alamo Chapter Volunteer Position Description

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**Title:** Webmaster

**Importance of Position:** Essential for 21<sup>st</sup> Century “Look and Feel” to Chapter communications.

**General Expectations:**

- Current member of MOAA and of MOAA-AC
- Aware of MOAA-AC by-laws and Strategic Plan
- Attend 75%-100% of staff and membership meetings
- Prepare and submit budget input as needed
- Support the planning process as needed

**Qualifications:**

- Must be “computer literate”.
- A general knowledge of Windows based programs such as MS Word and MS Publisher is adequate.

**Responsible to:** Executive VP Operations

**Major Responsibilities:**

- Maintain an Internet accessible website which provides information about the Alamo Chapter to both members and the general public.
- Update the website at least monthly to remove outdated information and insert data about current/upcoming activities.
- Provide e-mail access to Chapter leadership from the website and links to related organizations such as the National MOAA and TX Council of Chapters websites.
- Upload *The Lariat* to the website each month.

**Training/Preparation:** Familiarity with computers.

**Average Time Commitment:** Two/three hours per month to maintain site.

**Length of Commitment:** We’re all volunteers.

**Measures of Success:**

- Actively used by members/general public to communicate back to the Chapter leadership and used by the Chapter leadership to communicate to the members and potential members of MOAA-AC.
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Gene Culp

**Date Prepared:** May 2007

**Date Revised:** August 2007



## MOAA-Alamo Chapter Contractor Position Description

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**Title:** Administrative Assistant (Contractor)

**Importance of Position:** Maintain all administrative functions in an efficient and volunteer-friendly manner.

**Qualifications:**

- Computer literate with knowledge of Word, Excel and Publisher
- Master in organization and efficiency
- Multi-tasking and priority setting abilities
- Self starter requiring little to no supervision

**Responsible to:** Chapter President

**Major Responsibilities:**

- Process new and renewal memberships
- Maintain database, producing reports as needed
- Format monthly newsletter
- Maintain files
- Respond to emails, voicemails and correspondence
- Attend staff meetings
- Assist and inform Executive staff

**Training/Preparation:**

- Experience in office management
- Computer literacy with extensive knowledge of Word, Excel and Publisher

**Average Time Commitment:** 12 hours per week

**Length of Commitment:** Serves at the pleasure of the Chapter President.

**Measures of Success:**

- Be the Go-to-Person
- Chapter receives 4 or 5 Star Level of Excellence award each year
- Complete all action steps, as assigned, in the chapter Strategic Plan.

**Prepared by:** Trish Meserve

**Date Prepared:** June 2007

**Date Revised:**