

# MEMBER ENGAGEMENT REGIONAL EXPERT POSITION DESCRIPTION

## Member Engagement Expert Mission:

Member Engagement Regional Experts, or simply Experts, serve as community builders and leaders for member engagement chapter chairs in their region; mobilizing and guiding them, facilitating the problem-solving and decision-making processes, and finding/pointing out opportunities for innovating. In some instances, they will also be responsible for the implementation of the Member Engagement initiatives outlined in the regional action plan, in which they support and drive the execution of member engagement strategies at all levels of the organization. The Expert will support their region's products, programs, or initiatives in service of chapter engagement and integration.

Experts are selected and directed by their respective regional councils and serve as the conduit of the Global EO Member Engagement Functional Team through their region to the chapters. The Expert is trained by Global EO Member Engagement Functional Team members, called Advocates. Through the guidance and direction of their Advocate, the Expert aligns with the EO 4.0 Strategic Vision, their regional council committee, the Member Engagement Functional Team's strategy, and EO's mission to help members find, access, and realize exceptional membership value.

## Qualifications:

- Has an unwavering passion to impact their chapter, region, EO, and themselves.
- Has served as Member Engagement Chair before.
- Community development skills.
- Results focused
- Follows an "always engaging" mindset.
- Is aligned with EO's goals, mission, vision, and values.
- Will actively contribute to the region's and chapters' successes.

## Expectations and Responsibilities:

Support each chapter member engagement chair according to their respective needs by:

- Attend monthly calls led by Advocates and with Experts from the other regions
- Discuss the best ways to support chairs, share insights about their region and be informed about Member Engagement updates and incentives to disseminate regionally.
- Facilitate sharing and community creation within chairs in their region:
  - a. Lead monthly calls with Member Engagement Chairs from their region to share experiences and support member engagement.
  - b. Actively contributing to the Member Engagement Chair Samepage and WhatsApp groups discussions
- Support chairs in setting and achieving their yearly goals
  - a. Providing proven best practices to Member Engagement chairs.
  - b. Identifying and implementing solutions for challenges and roadblocks.
- Supporting Regional Council Director(s)

## Term and time commitment:

The term for an Expert is one fiscal year with the opportunity to reapply for a second year.

- Individual communication with local engagement chairs as needed or requested by the regional council, committee, and/or staff.
- Attend monthly calls led by Advocates along with Experts across all global regions
- Host regional monthly calls with Member Engagement Chairs in attendance
- Attend chapter, global, or regional events as needed.

Applying and accepting a PoL role may require that you choose between the PoL role and being an EO trainer or facilitator. **Per EO's Conflict of Interest Policy, Tier 3 member leaders will be reviewed on a case-by-case basis to determine potential conflict of interests under the policy.** For questions, please contact [pol@eonetwork.org](mailto:pol@eonetwork.org)

