



Mandate

Member Care Advisory Committee

Group: *Member Care Advisory Committee*

Responsible To: Board of Directors

Mandate: As a committee of the Kelowna Chamber of Commerce, this group will serve in an advisory capacity to Chamber staff on activities and programs relating to the enhancement of the value of Chamber membership.

Chaired by a member of the Board of Directors, this group will provide leadership through guidance and feedback to enhance the value of Chamber membership.

Responsibilities:

- In an advisory capacity, serve as a 'sounding board' for Chamber staff relating to activities/programs of the Chamber relating to member value.
- In cooperation with Chamber staff, consult with Chamber membership, committees, and task forces when appropriate to achieve the objectives outlined in the Chamber's strategic plan.
- Provide feedback to Chamber staff to enhance the value of Chamber membership in aspects relating to member benefits, economic initiatives, education and training, advocacy, and networking.
- Work to ensure Chamber Board members are actively engaged in Chamber activities.
- Act as a liaison between the Ambassador Committee and the Board of Directors.

Expectations of Members:

- Recognizing that the Chamber President and the CEO are the spokespersons for the Kelowna Chamber of Commerce, all media and public comment will be deferred to them.
- General knowledge of the Kelowna Chamber of Commerce.
- Familiarity with the views, concerns and needs of members.
- Interest, expertise and/or knowledge of member benefits that impact the membership.

- Commitment to the work of the group.
- Commitment to attend a minimum of 75% of scheduled monthly meetings.
- Being prepared for and actively participating in meetings.
- Contributing to discussion and debate regarding issues brought before the committee.
- Carefully reviewing recommendations brought forward by other members or staff, and any material circulated in advance of meetings.
- Willingness to undertake assignments to enable committee to achieve its objectives.

Composition:

The committee will normally be composed of a maximum of 6-8 members. Committee members will be drawn from the membership of the Kelowna Chamber of Commerce and will be, as much as possible, balanced with representation from various sectors of the economy and reflective of the composition of the membership.

Care must be taken to ensure that members with the necessary expertise and interest are recruited to serve on the committee.