



20151018M8 - Director of Member Services  
Effective Date: 10-18-2015

### Purpose/Introduction

This position serves the membership as a direct member contact with Spirit Haven Board of Directors (the Board). This position does not prohibit Members from contacting the Board directly if they so wish.

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### Policy Content

The Director of Member Services (DoMS) shall accept requests, comments and suggestions and any complaints from Spirit Haven Members, groups of Members and from persons or groups interested in Spirit Haven or becoming Members of the same. The DoMS shall be a voice of Membership on the Board within the guidelines of the State of Texas Nonprofit Corporation Act. The DoMS shall be the primary source for assisting membership and providing assistance for Spirit Haven related issues.

The Area Lead Reps and Area Reps shall report to the DoMS as the direct report to the Board.

Membership benefits within Spirit Haven are overseen by the DoMS or appointed staff of the same, however benefits development and oversight are not exclusive to the DoMS.

The DoMS shall be the primary party responsible for the yearly Campsite Stewardship Agreements and serve as liaison to the Spirit Haven Ranch Manager per the Campsite Stewardship Agreements (aka lease) with Staff as required.

The Registrar shall be a direct report to the DoMS as the primary director, however shall also laterally report to the Director of Records and Director of Finance for matters in those areas.

The DoMS may appoint staff as needed, with all staff appointments or removals from a staff position to be voted on by the Board. The Board or Membership may add responsibilities to this position as required or desired.

This position shall become legally effective on January 1, 2016, with a Director elected during the Samhain 2015 Board of Director elections.