

**Membership Management Team**  
Mandate Document

## 1. Title

Servas International - Membership Management Team

## 2. Purpose

The Membership Management Team (SI-MMT) provides membership administration support and oversight for all Servas Groups and Areas.

Servas International (SI) is organised into multiple groups, known as Servas Groups or Servas Areas.

- **Servas Group** - A self administering group that has enough members to meet the definition of a Servas Group. Servas Groups are responsible for all administrative tasks for their membership.

Note that a **Servas International Member Group** also has voting rights within Servas International.

- **Servas Area** - Contains Servas members from countries each of which has insufficient members to establish a Group. The Servas Area is directly administered by the SI Membership Management Team until they have enough members to form their own member group.

## 3. Scope and Responsibilities

Each Servas Group or Servas Area is administered independently by the administrators assigned to that group. These administration tasks include the following key functions:

- Configuration of group specific parameters, such as their website URL, main contacts, membership and travel renewal dates and fees, etc.
- Application processing for new members with interviews and onboarding.
- Travel requests for eStamps and their profile and Letter of Introduction (LOI) review
- Member profile review and assistance to update profiles
- Member profile confirmation
- Household changes to merge or split members from a common household
- Membership renewal on an annual basis
- Collect membership or travel fees if needed
- Support and encourage the Group's membership with get-togethers and activities aligned with Servas aims.

The Membership Administration Team has the following key functions:

- Perform all administrative tasks for Servas Areas
- Assist any Servas Groups with the administration tasks if needed.

## Membership Management Team Mandate Document

- Identify any Servas Groups that are not completing required functions, and help them until they are able to do it themselves or take over those tasks as needed. This will be done on a yearly or as-needed basis.
- Review and update the key board positions for the group to ensure they are accurate.

### 4. Authority

The SI-MMT may be assigned administrative roles for any Servas Group or Area they are working with, with all of the rights and access needed to perform these functions.

The SI-MMT has the authority to manage the **Servas Areas** they are responsible for, doing any of these tasks on an ongoing and continuous basis.

They will also assist the administrative team for any **Servas Group** that requests help.

At any time, the SI-MMT may review the status of all Servas Groups and Areas, ensuring that all administrative functions are being completed in a timely manner. When areas are identified that are not compliant with the expected standard, they may contact the Servas Group and offer assistance. They will require the Servas group to become fully compliant.

If a Servas Group is identified as not adequately completing their required administrative tasks, they must escalate the non-compliance to the SI-Membership Technology Secretary (SI-MTS) for a decision on how to proceed. With approval from SI-MTS, the Membership Management Team may take over administrative tasks for this Servas Group and complete them as needed. Note that a Servas Group that is identified as non-compliant with administrative tasks will be reviewed and possibly have their Servas Group status revoked, moving them to one of the existing Servas Areas. This review of non-compliance will be conducted yearly, along with other responsibilities of the group such as filling in an annual report or financial commitments.

### 5. Membership

The Membership Management Team will be structured as follows:

- The team leader or leaders will be assigned by SI-Membership and Technology (SI-MTS)
- The SI-MMT team leader will assign other members of the team, and ensure they have appropriate training for the tasks and responsibilities they will have
- Team members must be a Servas member, from any Servas Group or Area worldwide

Members of this team may stay involved for an unlimited amount of time, as long as they remain actively engaged with the team.

### 6. Meeting Procedures

The SI-MMT will meet on an as-needed basis, often in small groups with the team leader.

## **Membership Management Team Mandate Document**

Decisions will be made by consensus within the team for operational issues and assignment of responsibilities

Decisions for issues where intervention may be involved for Servas Groups will be made in conjunction with the SI-MMT team leader(s), and the SI-Membership Technology Secretary.

### **7. Funding**

There are no funding requirements, as this team does not have expenses directly associated with it.

### **8. Reporting**

Reports to: SI-Membership and Technology Secretary (SI-MTS)

Reporting frequency: Quarterly, or when changes or issues warrant

The reporting structure is as follows:

- The Membership Management Team will report to SI-MTS
- A general status report will be made available quarterly, and this report will be presented to SI-EXCO. The format of the status report will be designed by the SI-MMT in conjunction with the SI-MTS.
- Issues where non-compliance or intervention with a Servas Group is needed, a report will be sent immediately to SI-MTS to help coordinate a resolution as needed.

### **9. Review and Amendments**

This document will be reviewed and amended yearly, with input from the SI-MMT itself and the SI-MTS. Any changes will be presented to SI-EXCO and approved at one of their meetings.