WALLY BYAM CARAVAN CLUB INTERNATIONAL, INC.
INTERNATIONAL RALLY COMMITTEE JOB DESCRIPTION

COMMITTEE NAME:	**Member Services**	COMMITTEE #:	**340**
RESPONSIBLE TO:	2nd Vice President	AREA:	III
EFFECTIVE DATE:	October 2019		

RESPONSIBILITY:
Provide one place for members to get answers to ALL their questions concerning the rally, the club or the locale. Member Services should be located centrally and visible to all members at the rally. The Member Services Chair will oversee the following functions: information, message processing and mail services.

COORDINATE WITH:
- Rally Manager, Presentations Coordinator, Sign Shop, Sign Placement, Program Editor, Computer Services, Volunteer Coordinator, Day Passes and Badges, and Tables and Chairs, Vehicle Procurement
- Chamber of Commerce and/or Visitor Center representative(s)

SPACE ARRANGEMENT:
The Rally Manager will secure a location for Member Services that is centrally located and easily accessed by attendees. Volunteer Coordinator and Day Passes and Badges committees will be co-located with Member Services. A locked storage area, close to the main Member Services desk is needed to secure supplies, mail, packages and found items. The Chair will have a key for the locked storage area.

EQUIPMENT NEEDED:
Four to five tables and 8-10 chairs for Member Services and Chamber of Commerce/Visitor Center representatives.

SUPPLIES NEEDED:
- Three-ring loose-leaf binder with alphabetical or subject-tabbed indexes containing the Member Services Knowledge Base
- WBCCI Membership Directories
- Rally programs
- Fairgrounds and area maps
- Telephone/local directories obtained by chairman from Chamber of Commerce
- Pencils, highlighters, and three-hole paper punch
- Minimum of 500 6 ¾" envelopes for written messages
- Clothes pins and string to hang messages on Airstreams (in supply box)

COMMITTEE REPORTS:
Provide the Rally Committee final report to Copy Center by day before end of rally. Turn in Cargo Inventory Control Report with cargo boxes (if any) to Property Logistics at end of rally.

GENERAL OPERATING PROCEDURES:
1. Secure volunteers with good people skills who are resourceful, problem solvers, and service oriented.
2. Obtain a draft copy of the Rally Program from the Website in March and become familiar with the seminars and events.
3. Determine needed supplies and requisition these through the 2nd Vice President.

4. Coordinate with Sign Shop and Sign Placement for proper signage for “Member Services”.
5. Coordinate with Property Logistics to get cargo boxes for Member Services, Mail Services and Message Center delivered to the Member Services desk.
6. Hours are generally 8:00 am to 4:00 pm daily except Sundays. Sundays should be open at least 12 noon to 4:00 pm. After hours, post a sign instructing members to call the on-call Executive Committee member. (See Member Services Knowledge Base for the current phone number.)
7. Have copies of the Rally Schedule available for workers to review before signing up for work schedule.
8. Contact Computer Services for a list of all members attending the rally with cell phone numbers. This list is *confidential* and is used only for contacting members on issues relating to Member Services.
9. Make out work schedule for volunteers, requesting them to work approximately 12 hours (three 4-hour shifts).
10. Confirm with Rally Manager the contracts/agreements already negotiated with the local US Post Office or Fairgrounds/Site offices.
11. Confirm with the local FedEx and United Parcel Services their delivery schedule and the receiving location and conditions.
12. Check daily with the Rally Manager, Program Editor and Presentations Coordinator for changes to the program.
13. Post new Locator Reports daily until final parking day; delivered by Computer Services.
14. Use two-way radio to contact Executive Committee members and Rally Manager if questions arise that are not covered in the Knowledge Base.
15. Turn in two-way radio to club office at end of each day for recharging.
16. Representative from local Chamber of Commerce or Visitor Bureau will be present part of the time to handle questions about local resources. In their absence, distribute materials and answer questions.
17. Direct members to the following committees who will be present at the Members Services area during business hours: Volunteer Coordinator and Day Passes and Badges.
18. Provide coverage for the above committees if staff must step away from his/her post.
19. Lost and Found procedure:
    a. Maintain a log of items found with Name and WBCCI Number of the member who found the item or claimed the item.
    b. Secure “found items” in locked closet at end of day.
    c. Provide the Master of Ceremonies with a daily listing of items being held so announcements can be made at the evening program. Items will be available at Member Services the following day.
    d. Prepare Inventory of unclaimed items such as cameras, cell phones, prescription glasses, etc. Turn in items and list to the club office secretary on last day of rally.
20. Mail Services procedure:
    a. Arrange pickup or delivery of incoming mail with USPS or rally site office as appropriate.
    b. Sort incoming mail and packages and arrange for reliable retrieval upon request from attendees.
    c. Track numbers of letters and packages received each day at the rally. Include on committee report.
    d. Arrange for a drop box and pick up the outgoing mail from the box and take to the USPS drop box.
    e. Maintain security of incoming mail and packages and outgoing mail.
21. Procedure for messages to be delivered:
    a. Accept written messages from rally attendees.
    b. Check the rally attendee list to see if there is a cell phone number available for the recipient.
    c. If appropriate, text the member to notify them of a message, mail, or package for pickup.

   d. If no phone number available, check locator report for member location.
   e. Put location and WBCCI # on upper right-hand corner of message/envelope.
   f. Deliver message to rally location; attach message to door of Airstream, using clothes pin and string.
   g. If recipient not on site yet, put in hold box and check daily.
   h. If recipient off-site, text or call and advise of message to be picked up.
   i. Tally messages received and delivered daily.
   j. Follow through on undelivered messages daily for recipient arrival location.
22. If needed, coordinate use of golf cart for message delivery through Vehicle Procurement.
23. Assign someone to close and lock up mail packages, found items and supplies at the end of the day and deliver key to you.
24. Ensure that the person assigned to open each day has the key to locked storage. The first vice president will also have a key.
25. Have Change of Address Cards available, accepting and acting on them through end of Rally when they will be alphabetized and turned over to the local US Post Office.
26. At the end of the rally, advise Rally Manager and International Treasurer of remaining packages on hand; return unsent messages to Rally Secretaries' office.
27. Re-address mail not claimed by end of Rally and dispatch it to Post Office.
28. Contact Property Logistics for return of property to cargo trailer.
29. Update Knowledge Base with additions and changes gathered during current rally.