

## Member Relations Committee Charter



**Purpose:** Facilitate communication, awareness and engagement between the Co-op Membership, Staff and Board.

### **Committee Essential Functions:**

1. Organize and host the Co-op Annual Membership Meeting. Collaborate with the Board on setting the agenda, date, budget, and outreach.
2. Support the Co-op Annual Elections in collaboration with the Elections Task Force and Outreach.
3. Organize and host Co-op Conversations as necessary in collaboration with other relevant groups.
4. Create and maintain a Co-op Member Guide that includes policies and procedures relevant to members, such as: organization bylaws; decision-making structure; information on who-to-go-to-for-what; processes for filing a grievance or appeal, and how to join a committee or become a Working Member. Each store will have a hard copy available for members to review that will include a link to the same documents online.)
5. Create and maintain clear Tabling Policies and Guidelines for the stores.
6. Create and maintain policy for the Round-Up at the Register donations program.
7. Consider member appeals to the Staff Resolution Team's decisions regarding Behavioral Agreements and No Trespass Orders (see Appeals Process.)

### **Committee Essential Tasks:**

1. Respond to member inquiries as appropriate in coordination with: Membership, Suggestions Coordinator, Customer Service, Resolution Team, Outreach, or Board.
2. Support Outreach efforts by performing tasks such as: tabling; setting up and tearing down. events; writing articles; conducting research, and more.
3. Create and maintain a working Annual Member Relations Committee Schedule.-
4. Support Outreach CAT to develop an Annual Co-op Marketing Plan.
5. Review quarterly reports from the Resolution Team, Working Member CAT, and Suggestions Coordinator.

### **Staff Representatives' Essential Tasks:**

1. Act as Committee Coordinator
2. Monitor the Member Relations Committee email account and ensure a response is made within one week. Bring relevant messages to the Committee for consideration and forward others as appropriate.
3. Coordinate requests from applicants to the Round-Up Program, including: channeling requests to the Collective and Board for consent, communicating with applicants, and coordinating with POS, Outreach and Accounts Payable.
4. Representative from Outreach CAT will give regular status reports.
5. Submit Staff Labor Hours Request for Annual Co-op Operating Budget Negotiations

### **Committee Makeup:**

- Up to 4 Board Representatives (including a Community Sustaining Fund liaison to the Board)
- Up to 4 Members-At-Large (see Application Process)
- Up to 4 Staff Representatives (including at least one from Outreach CAT)

Consented to by MRC on 9-4-2020

Consented to by OFC BOD on 10-15-2020