

Soroptimist International
of the Americas, Inc.®

Role Delineation Study



SOROPTIMIST®

Soroptimist Club Leadership Role Delineation Study Results

Introduction

Soroptimist International of the America's leadership development strategy is to increase effective leaders within our organization. To assist with this, a survey was conducted to help develop club leader role descriptions and inform our future leadership development efforts that will heighten the member experience.

Role Delineation Survey Methodology

The survey was distributed via SurveyMonkey in April 2019 to all members with a valid email address in SIA's database. The survey was available in all six federation languages. The survey remained open approximately three weeks and collected 2,027 responses through May 2, 2019:

- 57% (1,164 respondents) indicated they currently hold a club leadership position
- 43% (863 responses) indicated they did not currently hold a club leadership position

Of those who indicated they currently hold a club leadership position, 59% (686 respondents) indicated they held the following positions. These four groups are the focus of this study and the survey data that follows refers to these four roles:

- 35% (243 respondents) Club Presidents
- 22% (148 respondents) Club Vice Presidents/Presidents-elect
- 20% (135 respondents) Club Secretaries
- 23% (160 respondents) Club Treasurers

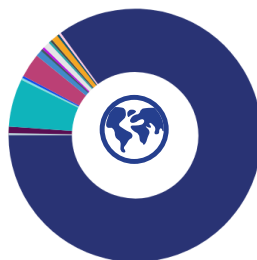
Role Delineation Survey Demographics

Overall, the majority of the respondents, 35%, were ages 65-74, followed closely by 55-64 year olds, 29%, putting approximately two-thirds of respondents roughly into the category of the "baby boomer generation" (individuals born between 1946 and 1964). While the survey was distributed in all languages, responses were overwhelmingly received in English from club leaders in the United States – 85%. The majority of the club leaders in these subsets have been members for 10 years or less (61%) with 23% having only been members for three years or less. The following shows data of the respondents from all four leadership roles.



Age

0%	Under 25
3%	25-34
8%	35-44
16%	45-54
29%	55-64
35%	65-74
9%	75-84
0%	85+



Country

0.2%	Bolivia
1%	Brazil
6%	Canada
0.2%	Colombia
0.2%	Ecuador
0.2%	Guam
3%	Japan
1%	Korea
0.2%	Mexico
0.2%	Northern Mariana Islands
1%	Panama
0.2%	Paraguay
0.2%	Peru
1%	Philippines
0.2%	Taiwan
0.2%	The Netherlands
85%	United States of America
0.2%	Venezuela

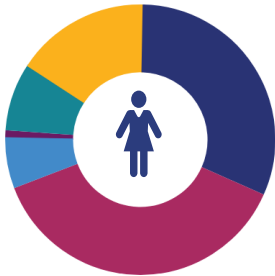


Years of Service

23%	3 years or less
16%	4-5 years
22%	6-10 years
9%	11-15 years
7%	16-20 years
13%	21-30 years
10%	31+ years

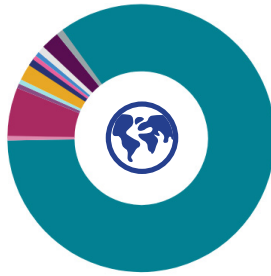
Soroptimist Club Leadership Role Delineation Study Results

Of the **Club Presidents**, the majority, 37%, were ages 65-74, followed closely by 55-64 year olds, 31%. The majority, 85%, were in the United States and 28% of the club presidents who responded have been members for 6-10 years.



Age

0%	Under 25
1%	25-34
8%	35-44
16%	45-54
31%	55-64
37%	65-74
6%	75-84
0%	85+



Country

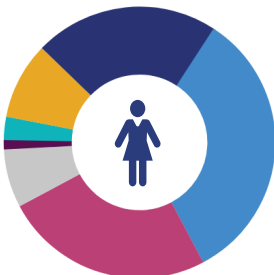
6%	Canada
0.5%	Ecuador
0.5%	Guam
2%	Japan
1%	Korea
0.5%	Mexico
0.5%	Northern Mariana Islands
1%	Panama
2%	Philippines
1%	Taiwan
85%	United States of America
0.5%	Venezuela



Years of Service

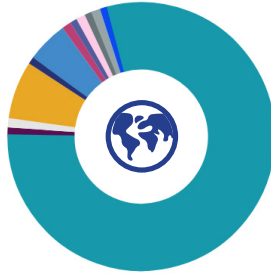
15%	3 years or less
18%	4-5 years
28%	6-10 years
11%	11-15 years
6%	16-20 years
11%	21-30 years
12%	31+ years

Of the **Club Vice Presidents/Presidents-elect**, the majority, 33%, were ages 55-64, followed by 65-74 year olds, 25%. The majority, 80%, were in the United States and 24% have been members for less than three years.



Age

0%	Under 25
3%	25-34
9%	35-44
22%	45-54
33%	55-64
25%	65-74
7%	75-84
1%	85+



Country

1%	Bolivia
1%	Brazil
7%	Canada
1%	Guam
5%	Japan
1%	Korea
1%	Mexico
1%	Northern Mariana Islands
1%	Panama
1%	Peru
1%	The Netherlands
80%	United States

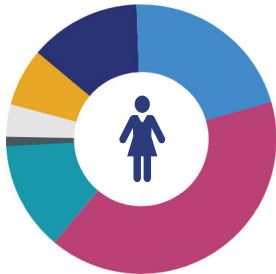


Years of Service

24%	3 years or less
17%	4-5 years
21%	6-10 years
8%	11-15 years
10%	16-20 years
15%	21-30 years
5%	31+ years

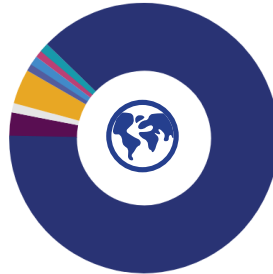
Soroptimist Club Leadership Role Delineation Study Results

Of the **Club Secretaries**, the majority, 40%, were ages 65-74, followed by 55-64 year olds, 21%. The majority, 87%, were in the United States and 21% have been members for less than three years.



Age

0%	Under 25
4%	25-34
7%	35-44
13%	45-54
21%	55-64
40%	65-74
13%	75-84
1%	85+



Country

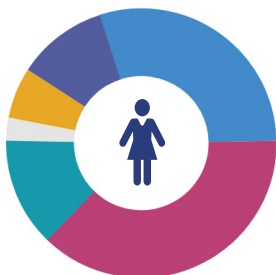
3%	Canada
1%	Colombia
4%	Japan
1%	Korea
1%	Panama
1%	Paraguay
1%	Philippines
87%	United States



Years of Service

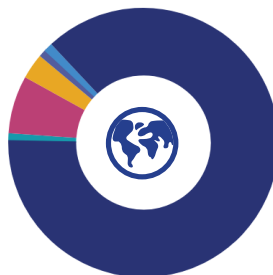
21%	3 years or less
8%	4-5 years
8%	6-10 years
4%	11-15 years
2%	16-20 years
7%	21-30 years
4%	31+ years

Of the **Club Treasurers**, the majority, 38%, were ages 65-74, followed by 55-64 year olds, 30%. The majority, 88%, were in the United States and 14% have been members for less than three years followed closely by those who have been members 6-10 years (13%).



Age

0%	Under 25
3%	25-34
6%	35-44
11%	45-54
30%	55-64
38%	65-74
13%	75-84
0%	85+



Country

1%	Brazil
7%	Canada
3%	Japan
1%	Panama
1%	Paraguay
88%	United States



Years of Service

14%	3 years or less
7%	4-5 years
13%	6-10 years
6%	11-15 years
6%	16-20 years
9%	21-30 years
9%	31+ years

Soroptimist Club Leadership Role Delineation Study Results

Soroptimist Leadership Role Delineation Study Results

Regardless of the role, several skills were identified as essential to club presidents, club vice presidents/presidents-elect, secretaries, and treasurers:

- Accountability
- Dependability
- Flexibility
- Listening
- Civility
- Verbal & written communications

Soroptimist Leadership Position Descriptions

On the following pages, you will find position descriptions for the four leadership roles which have been the focus of this study. These position descriptions are designed to instill confidence and inform current and potential leaders of their responsibilities, the time commitment, as well as the necessary skills and experience to be successful. Each description is sorted by:

- Role Description
- Roles & Responsibilities
- Estimated Volunteer Hours Per Month
- General Skills
- Communication Skills
- Interpersonal Skills
- Management Skills
- Technical Skills
- Personal Attributes

Thank you to everyone who participated and provided feedback! Your responses are helping guide our future leadership trainings and improve the member experience.

Comments or questions? Please contact membership@soroptimist.org.

Soroptimist Leadership Position Descriptions

Club President

Club President

Role Description

The club president is responsible for the overall oversight of the club and the board. The president directs the activities of the other board members in accordance with the club bylaws and [SIA's Club President Guidelines](#).

Roles & Responsibilities

- Provide leadership and direction to the club
- Be familiar with and support [SIA's Strategic Plan](#)
- Engage and inspire members to support SIA's mission to provide women and girls with access to the education and training they need to achieve economic empowerment
- Create an awareness of and familiarity with SIA's vision and core values among members
- Direct the club's participation in SIA's Dream Programs: *Live Your Dream Awards* and *Dream It, Be It*
- Ensure other local projects focus on serving women and girls who face obstacles such as poverty, violence and teen pregnancy
- Support our Big Goal to Invest in the Dreams of Half a Million Women and Girls through Access to Education
- Ensure the club is following the [Club Roadmap for Success](#)
- Promote the SIA website and social media channels to encourage instant access to news, information and resources
- Check or designate a member to use the club's email address for delivery of important federation communications
- Facilitate plans for leadership development and succession for club officer roles
- Initiate periodic assessments/surveys of the club's structure, operations and projects
- Plan meetings, develop agendas and preside over club and board meetings
- Maintain contact with district, region, and federation
- Refer to the club calendar of events and president's calendar for important information and deadlines
- Collaborate with the region governor and other region leaders
- Share information and updates with members from the region and federation
- Promote retention of members by creating a healthy club atmosphere and engaging club members
- Recruit members and encourage other members to welcome new members to the club
- Attend district, region, and federation meetings, conferences, and convention. Encourage other members to attend these events
- Set goals based on SIA's mission, vision, and core values and develop strategies and tactics to achieve them
- Perform any other duties of the club president as set forth in the club bylaws

Soroptimist Leadership Position Descriptions

Club President

Estimated Volunteer Hours Per Month:

- 10-20 hours

General Skills:

- Soroptimist knowledge and experience
- Conflict resolution
- Strategic thinking/Planning
- Managing difficult conversations
- Teambuilding
- Addressing challenging personalities/situations
- Volunteer recognition/Appreciation

Communication Skills:

- Listening
- Verbal & written communications
- Public speaking/delivering presentations

Interpersonal Skills:

- Motivation
- Empathy
- Inspiring
- Networking/Relationship building

Management Skills:

- Problem solving
- Delegation
- Decision making
- Collaborative
- Time management
- Meeting coordination

Technical Skills:

- Writing/Editing/Proofreading
- Project Planning/Management
- Using email
- Using social media
- Meeting management
- Organization skills

Personal Attributes:

- Open-mindedness
- Flexibility
- Open to feedback
- Civility
- Emotional Intelligence
- Accountability
- Dependability
- Friendliness
- Inclusiveness

Soroptimist Leadership Position Descriptions

Club Vice President/President-elect

Club Vice President/President-elect

Role Description

The club vice-president/president-elect is responsible for assisting the president in the overall oversight of the club and the board. She also assists the president in directing the activities of the other board members in accordance with the club bylaws and [SIA's Club President Guidelines](#).

Roles & Responsibilities

- Provide leadership and direction to the club
- Be familiar with and support [SIA's Strategic Plan](#)
- Engage and inspire members to support SIA's mission to provide women and girls with access to the education and training they need to achieve economic empowerment
- Create an awareness of and familiarity with SIA's vision and core values among members
- Support the club's participation in SIA's Dream Programs: *Live Your Dream Awards* and *Dream It, Be It*
- Ensure other local projects focus on serving women and girls who face obstacles such as poverty, violence and teen pregnancy
- Support our Big Goal to Invest in the Dreams of Half a Million Women and Girls through Access to Education
- Ensure the club is following the [Club Roadmap for Success](#)
- In her absence, assumes the role of the club president
- Assist with leadership development and succession for club officers
- Assist with planning meetings and developing agendas for club and board meetings
- Attend district, region, and federation meetings, conferences, and convention. Encourage other members to attend these events
- Promote retention of members by creating a healthy club atmosphere and engaging club members
- Recruit members and encourage other members to welcome new members to the club
- Assist other club officers as needed
- Perform any other duties of the club vice-president/president-elect as set forth in the club bylaws

Soroptimist Leadership Position Descriptions

Club Vice President/President-elect

Estimated Volunteer Hours Per Month:

- 10-20 hours

General Skills:

- Soroptimist knowledge and experience
- Conflict resolution
- Strategic thinking/Planning
- Managing difficult conversations
- Teambuilding
- Addressing challenging personalities/situations
- Volunteer recognition/Appreciation

Communication Skills:

- Listening
- Verbal & written communications
- Public speaking/delivering presentations

Interpersonal Skills:

- Motivation
- Empathy
- Inspiring
- Networking/Relationship building

Management Skills:

- Problem solving
- Delegation
- Decision making
- Collaborative
- Time management
- Meeting coordination

Technical Skills:

- Writing/Editing/Proofreading
- Project Planning/Management
- Using email
- Using social media
- Meeting management
- Organization skills

Personal Attributes:

- Open-mindedness
- Flexibility
- Open to feedback
- Civility
- Emotional Intelligence
- Accountability
- Dependability
- Friendliness
- Inclusiveness

Soroptimist Leadership Position Descriptions

Club Secretary

Club Secretary

Role Description

The club secretary is responsible for preparing, maintaining, recording, and circulating all records, correspondence, minutes of meetings, and related affairs of the club in accordance with the club bylaws and [SIA's Club Secretary Guidelines](#).

Roles & Responsibilities

- Support our Big Goal to Invest in the Dreams of Half a Million Women and Girls through Access to Education
- Provide clerical and administrative support of running an effective club
- Notify members of upcoming meetings and shares agenda
- Keep and distribute minutes for each meeting
- Maintain attendance record of meetings
- Keep a roster of all members of the club
- Ask club members to update their member profiles online to include their correct mail, email, and birth date/year
- Assist with updating and following the club's calendar of events
- Inform club members of Soroptimist news that appear on Soroptimist's social media, the Soroptimist blog and in the Best for Women e-newsletter
- Handle all official correspondence of the club
- Attend district, region, and federation meetings, conferences, and convention. Encourage other members to attend these events
- During meeting, in absence of the club president and club vice president/president-elect, the secretary should preside over the meeting
- Assist other club officers as needed
- Perform any other duties of the club secretary as set forth in the club bylaws

Soroptimist Leadership Position Descriptions

Club Secretary

Estimated Volunteer Hours Per Month:

- 9 hours or less

General Skills:

- Soroptimist knowledge and experience
- Strategic thinking/Planning

Communication Skills:

- Listening
- Verbal communications

Interpersonal Skills:

- Motivation
- Networking/Relationship building

Management Skills:

- Problem solving
- Collaborative
- Time management
- Meeting coordination

Technical Skills:

- Writing/Editing/Proofreading
- Scribe and write notes/minutes
- Using email
- Using social media
- Microsoft Skills (Word, Excel, Writeable PDFs)

Personal Attributes:

- Flexibility
- Open to feedback
- Civility
- Emotional Intelligence
- Accountability
- Dependability
- Friendliness
- Inclusiveness

Soroptimist Leadership Position Descriptions

Club Treasurer

Club Treasurer

Role Description

The club treasurer is responsible for maintaining and presenting all financial records required for club operations in accordance with the club bylaws and [SIA's Club Treasurer Guidelines](#).

Roles & Responsibilities

- Support our Big Goal to Invest in the Dreams of Half a Million Women and Girls through Access to Education
- Provide financial management in support of running an effective club
- Receive, record and deposit all funds
- Send notices of financial obligations to club members
- Keep the club in good standing by paying dues and fees on time to the region and federation
- Provide a monthly report to the board of members who have not met financial obligations
- Furnish financial reports as required by the board and the club
- Pay bills for authorized expenditures provided in the club's budget
- Obtain board approval for payment of bills not covered by the budget
- Maintain the club's financial accounts, serve as the primary signatory and ensure there is a second co-signer
- Prepare statement of receipts and disbursements for the fiscal year, and arrange for annual review or audit (Review or audit should be completed by August 15 if the club fiscal year runs July 1 to June 30)
- Prepare an annual budget with income and expenses, along with the club's board of directors/finance committee
- Prepare and file tax reports as required by national, province/state, or local requirements
- Within 30 days, report membership changes to headquarters, including new and reinstated members, transfers, terminations and other information changes
- Maintain the financial history of the club
- Review SIA's online insurance and risk management information for clubs and ensure events and activities have the proper coverage such as certificates of insurances, crime coverage, etc.
- Attend district, region, and federation meetings, conferences, and convention. Encourage other members to attend these events.
- Assist other club officers as needed
- Perform any other duties of the club treasurer as set forth in the club bylaws

Soroptimist Leadership Position Descriptions

Club Treasurer

Estimated Volunteer Hours Per Month:

- 4-10 hours

General Skills:

- Soroptimist knowledge and experience
- Strategic thinking/Planning

Communication Skills:

- Listening
- Verbal and written communications

Interpersonal Skills:

- Motivation
- Networking/Relationship building

Management Skills:

- Problem solving
- Time management

Technical Skills:

- Accounting principles
- Accounting software tools (i.e. Quick Books, Excel)
- Writing/Editing/Proofreading
- Budget management
- Using email
- Data Analysis/Reporting
- Financial planning
- Record retention

Personal Attributes:

- Flexibility
- Open to feedback
- Civility
- Emotional Intelligence
- Accountability
- Dependability
- Friendliness
- Inclusiveness

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Investing in Dreams

