



MEMBER SERVICES KAPS COUNCIL

Roles + Responsibilities for Members

What is a KAPS Council?: KAPS stands for Kick-Ass Problem Solvers. These groups of business and community leaders are brought together to work diligently toward an aligned outcome that will solve a persistent problem.

The Vision: Ensure that the Arvada Chamber of Commerce is both meeting the needs of current members and growing membership on a yearly basis.

The Commitment:

- Full completion of the application process found [HERE](#)
- Prepare for and attend monthly KAPS Council in-person meetings - must attend at least 8 per year
- Attend at least one chamber event per month, such as ribbon cuttings, new member receptions, Community Impact Forums, Business After Hours, etc. Help welcome new members at these events and engage with other members and potential members.
- Plan to serve on the KAPS Council for a minimum of 2 years - terms can be renewed up to 3 times
- Serve as a positive steward of information and engagement with other Arvada Chamber of Commerce members

Benefits of Participating:

- Access to timely information that has a direct impact on members of the Arvada Chamber of Commerce.
- Ability to support and influence Member Services programs such as Leadership Arvada and networking groups.
- Ability to support and influence Member Services events such as the Annual Dinner, the golf tournament, Leadership Luncheon series, Business After Hours and more.
- Connections with other committed business leaders who want to support building the membership base of the Arvada Chamber of Commerce.
- Leadership skill development through training programs and Cloverleaf personality software.
- Marketing and branding opportunities via online platforms and events.

Membership Services KAPS Council Scope of Work:

- Develop and track quantifiable goals that support the Member Services division of the chamber including new members, retention, attendance at membership events, program participation and more.
- Hone tactics, events and programs that will increase the engagement of the business community
- Ensure a quarterly report is published externally that celebrates the progress being made and shares applicable data and resources.
- Support membership programming and events through the following:
 - Membership
 - Recruit and onboard new members of the Arvada Chamber of Commerce
 - Engage with current members of the Arvada Chamber of Commerce to ensure retention and member engagement
 - Review and make recommendations regarding member benefits and communication strategies
 - Leadership
 - Recruit participants for leadership and business bootcamps
 - Review and provide feedback on current educational frameworks for leadership programs
 - Help recruit guest speakers, participate in occasional panel discussions and sit-in on participant presentations
 - Engage with alumni of Leadership Arvada programs
 - Networking Groups
 - Provide leadership and feedback on networking groups including Inspiring Women, Arvada Young Professionals, B2B Groups and more
 - Healthcare
 - Provide leadership and feedback on current healthcare program and any changes made in the future
 - Event Support
 - Provide leadership and feedback on member events including Annual Dinner, Awards Luncheon, Taste of Arvada, Leadership Luncheons, Ribbon Cutting Ceremonies, Business After Hours, Membership BBQ, New member receptions, Badass Women Reception, Young Professional Winner Reception and Marketing Webinar Series

Member Services KAPS Council Member Skills

- **Member Focused:** The Arvada Chamber of Commerce is committed to the success of their members and works diligently to help solve their most critical business challenges. Members of this KAPS Council will lead through example by:
 - Keeping member needs and concerns at the forefront of every discussion
 - Being a good steward of the Chamber and present the Chamber and its members in a positive light in public and online communication

- Address any concerns about the Chamber or its members directly with the parties involved
- **Active Listening:** Active listening involves listening with all senses. As well as giving full attention to the speaker, it is important that the 'active listener' is also 'seen' to be listening - otherwise, the speaker may conclude that what they are talking about is uninteresting to the listener.
- **Emotional Intelligence:** The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.
- **Patience:** The ability or willingness to suppress restlessness or annoyance when confronted with a delay or challenge.
- **Positivity:** Positivity is the practice or tendency to be positive or optimistic in life. When we are positive, we engage in positive thinking, have positive emotions, and engage in positive behaviors like kindness and generosity.
- **Open Communication:** When people can openly express their thoughts and ideas to one another.
- **Growth Mindset:** A growth mindset means that someone thrives on challenges, and doesn't see failure as a way to describe themselves, but as a springboard for growth and development of their abilities. It's the knowledge that one's intelligence and talents are all susceptible to growth.
- **Cultural Intelligence:** Cultural Intelligence refers to the skill to relate and work effectively in culturally diverse situations. It's the capability to cross boundaries and prosper in multiple cultures. It goes beyond our existing knowledge of cultural sensitivity and awareness by highlighting certain skillsets and capabilities needed to successfully realize your objectives in culturally diverse situations.