
CXAUG Leadership Roles and Responsibilities

1. President

Role Description:

The President serves as the chief executive officer of the association, providing visionary leadership and overall strategic direction. They are responsible for representing CXAUG at national and international platforms, engaging with key stakeholders, and ensuring all activities align with the association's mission and goals. The President leads the Executive Committee, oversees strategic partnerships, and drives initiatives that promote the growth and sustainability of the association.

Key Responsibilities:

- Lead the association's strategic planning and execution.
- Serve as the official spokesperson of CXAUG.
- Foster collaborations with government, industry, academia, and global CX bodies.
- Ensure accountability and alignment across all departments and committees.
- Mobilize resources and support for association-wide initiatives.

2. General Secretary

Role Description:

The General Secretary acts as the administrative backbone of the association. They are responsible for maintaining official records, ensuring effective internal communication, and supporting governance processes. The General Secretary provides direct support to the President and ensures that all meetings, decisions, and activities are well documented and executed in a timely, organized manner.

Key Responsibilities:

- Maintain accurate and updated records of all association activities.
 - Prepare agendas and minutes for executive and general meetings.
 - Facilitate communication between the Executive Committee and members.
 - Ensure compliance with constitutional and regulatory requirements.
 - Oversee internal documentation and archival systems.
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3. Treasurer

Role Description:

The Treasurer is responsible for safeguarding the financial integrity and accountability of the association. This role provides oversight of all financial operations, including budgeting, financial planning, expenditure tracking, and reporting, in alignment with recognized standards of good governance. The Treasurer ensures transparency through regular financial reporting to the Executive Committee and members and enforces strict internal controls. Additionally, the Treasurer chairs the Grants & Sponsorships Committee, leading the development of sustainable funding strategies and the management of external partnerships in accordance with donor compliance and financial best practices.

Key Responsibilities:

- Develop and manage annual budgets and financial reports.
 - Ensure transparent tracking of income and expenditures.
 - Coordinate grant writing and fundraising efforts.
 - Advise the Executive Committee on financial decisions.
 - Lead initiatives to build long-term financial sustainability.
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4. Programs Director

Role Description:

The Programs Director oversees the planning, coordination, and delivery of all CXAUG programs and capacity-building initiatives. This includes events, workshops, training sessions, and professional development offerings. The Director also supervises the Events and Training Committee and the Education & Professional Development Committee to ensure value-driven programming for members.

Key Responsibilities:

- Design and implement educational and professional programs.
 - Plan conferences, webinars, and networking events.
 - Identify member needs and tailor programs accordingly.
 - Support committee chairs in content and logistics planning.
 - Monitor and evaluate the impact of programs delivered.
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5. Membership Director

Role Description:

The Membership Director is responsible for building and nurturing a thriving membership community. This includes developing strategies for member recruitment, onboarding, engagement, and retention. The Director leads the Membership Engagement Committee and ensures members are actively involved and deriving value from the association.

Key Responsibilities:

- Develop and execute membership growth strategies.
 - Implement engagement campaigns and retention initiatives.
 - Conduct periodic member satisfaction surveys.
 - Coordinate onboarding programs for new members.
 - Foster a sense of community and belonging within CXAUG.
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6. Grants & Sponsorships Committee Chair

Role Description:

The Chair of the Grants & Sponsorships Committee plays a vital role in supporting the Treasurer to identify and secure funding opportunities. They help build partnerships with sponsors and donors and ensure timely and quality submission of grant applications and reports.

Key Responsibilities:

- Research and pursue grant and sponsorship opportunities.
 - Support in drafting proposals and financial documentation.
 - Build partnerships with funding organizations and businesses.
 - Track funding cycles and ensure compliance with donor requirements.
 - Work with the Treasurer to report on fund utilization and impact.
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7. Events Committee Chair

Role Description:

The Chair of the Events Committee collaborates with the Programs Director to plan and execute high-quality events that advance the mission of the association. This includes coordinating event logistics, curating content, and liaising with speakers and vendors.

Key Responsibilities:

- Develop annual event calendars in coordination with other committees.
- Handle venue sourcing, logistics, and registration processes.
- Support speaker identification and engagement.
- Ensure smooth execution of all virtual and in-person events.
- Conduct post-event evaluations and feedback collection.

8. Education & Professional Development Committee Chair

Role Description:

This Chair leads the development of educational resources and professional growth opportunities for members. They work closely with the Programs Director to deliver training sessions, mentorship initiatives, and curated learning experiences that support career advancement.

Key Responsibilities:

- Develop and deliver training modules and professional content.
 - Identify and recruit expert facilitators and mentors.
 - Coordinate certification and skills-development programs.
 - Track industry trends to inform educational programming.
 - Encourage a culture of continuous learning among members.
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9. Membership Engagement Committee Chair

Role Description:

The Chair of the Membership Engagement Committee supports the Membership Director in designing and implementing initiatives that boost member participation and satisfaction. They gather member feedback, organize networking opportunities, and build internal community spirit.

Key Responsibilities:

- Lead engagement campaigns and member recognition activities.
- Facilitate platforms for member feedback and dialogue.
- Support onboarding and orientation of new members.
- Organize informal events to foster member connections.
- Work to ensure inclusivity and active participation across all member segments.