

ICF NYC Board Roles & Descriptions

Serving on the ICF NYC Board is an opportunity to lead, grow, and make a meaningful impact on our coaching community. This document outlines the responsibilities and qualifications for each elected Board position, giving you a clear sense of what the role entails. Your contribution and the impact you create are ultimately what you make of it — there’s room to bring your unique skills, vision, and energy to each position.

For formal governance details, please also refer to the [ICF NYC Chapter Bylaws](#).

Roles open to nominations within the membership for term 1/1/2026 - 12/31/2027

Treasurer (Officer)	Director of DEIJB
Director of Marketing	Director of Membership
Director of Professional Development	

Roles open to nominations from within the Board for term 1/1/2026 - 12/31/2027

President	President-Elect
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Term Period

All Terms are 2 years with the exception of the Immediate Past-President.

Requirements

All board members must be members of good standing of ICF Global and the ICF NYC Chapter. In addition, they must meet the following requirements:

- Chapter member for at least three months and have attended at least three chapter events
- Served successfully as a Chapter volunteer with written support from a peer
- Have an understanding of the fiduciary responsibilities associated with a role on the Board
- Not serve simultaneously on any other Board of Directors for an ICF chapter or other competing coaching industry organization
- Commit to being able to fulfill all Board duties including attending a majority of Board meetings and to equitably co-hosting Chapter events

Officers

In addition to the above requirements, to serve as an Officer, the individual must hold an ICF-credential or commit to qualifying for a credential, within one year from his/her appointment date.

President

Supporting Role: [Assistant To The President - Board Officer Support](#)

Job Purpose

The President, which is a volunteer board position, with support and agreement from the Board, will provide leadership to the Board of Directors. In partnership with the Board, provides vision and direction for the chapter. The President is one of three signing officers along with the Treasurer, and Secretary.

General Duties

Leadership & Governance

- Oversee the day to day operations of one of the largest chapters within the ICF
- Lead monthly chapter board meetings and executive committee meetings, as needed. Works closely with the Secretary to coordinate all working and board meetings
- Act as primary contact with other members of the board and support them, when needed, as they fulfill their duties
- Spearhead, in partnership with the Immediate Past President and the Secretary, the succession planning process and sustainability of the Chapter's leadership
- Oversees the planning and coordination, along with the Secretary and or Special Events team, the annual Board Retreat
- Provides oversight to the chapter's virtual assistant
- Remain up to date with the Policies & Procedures Manual and the Bylaws, and guide revisions as the board grows and evolves
- As needed, provide support, and fill in for vacant board positions until the positions are filled
- Completes a yearly audit to make sure that the chapter's Board Governance is aligned with the chapter bylaws, ICF Global's requirements, and the chapter needs
- Complete ICF Volunteer Leader Training within three months of appointment as Board member

External Relations & Representation

- Attend ICF NYC Chapter events including professional development, networking events, and special events. If can't be present, arrange for appropriate coverage
- Participate in Global Leaders' Forum, Regional Chapter Leader Calls, and ICF Global calls, and other committees as required
- Act as the primary liaison with ICF Global and Global Leadership Team
- In partnership with the Director of Professional Development and the Director of Membership Engagement, ensure that the membership and the board are informed about and current on ICF Global initiatives
- Stay abreast of all new developments at the Global ICF level, i.e. accreditation requirements and processes, chartered chapter annual filings, new regulations, etc.

- Maintain contact with our members through the President's messages and other communication as required
- Represent the Chapter in the larger community and act as chapter spokesperson with the media and other organizations

Requirements

- To serve as President, an individual must be an existing Board member who possesses immediate experience as a member of the Board's Executive Committee
- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- Served on a committee or be an active chapter participant is a plus
- Actively coaching (internal or external) (part-time or full-time)
- Reflect the spirit, training, credentials and integrity of the coaching profession
- Hold an ICF credential (ACC, PCC, MCC)

Qualifications

- Strong leadership skills
- Detail-oriented
- Excellent project management, organizational & time management skills
- Collaboration and team building experience is a plus
- Excellent oral and written communication skills
- Fiscal responsibility

Time Commitment

- 10–15 hours per month, plus meetings and events
- Attend monthly board meetings (in-person and/or virtual)
- Attend most chapter and global meetings/events
- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Updated: 9/2/25

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President-Elect

Support: [Assistant To President-Elect - Board Officer Support](#)

Job Purpose

The President Elect, which is a volunteer board position, fully supports the President in all aspects of leading the Board and carrying out its initiatives. This role serves as a key partner to the President and prepares to assume the President position in the following term. The President Elect works closely with the Board of Directors, Executive Team, and committee leaders to ensure smooth governance, chapter success, and leadership continuity.

General Duties

- Support awareness of ICF Global Vision, Mission, Values, and Strategic Plan initiatives
- Complete ICF Volunteer Leader Training within three months of appointment as Board member
- Attend ICF Global Leadership Forum
- Support and defend policies and programs adopted by the Board of Directors
- Serve as a voting member of the Board of Directors and Executive Team (as applicable)
- Serve as direct support to the Chapter President
- In case of absence or disability of the President, or at their request, perform the duties of the President
- Keep knowledgeable about chapter activities to represent the President as needed
- Be familiar with ICF policies and procedures, Chapter Bylaws, and the duties of all Officers, Directors, and team chairpersons
- Serve on the Nominating Team to develop a slate of qualified board members for the following year (as applicable)
- Ensure the chapter adheres to minimum chapter standards as prescribed by ICF and local laws
- Act as coach, mentor, and advisor to board members and committees
- Attend monthly board meetings, chapter events, and committee/team meetings
- Submit agenda items for Board of Directors meetings in advance (as applicable)
- Conduct a transition meeting with successor at the end of term
- Proactively recruit and mentor committee members who have potential to grow into future leadership roles
- Perform other duties as delegated by the President and/or the Board of Directors

Requirements

- To serve as President-Elect, an individual must be an existing Board member
- Knowledgeable about the activities and affairs of the chapter

Qualifications

- Strong leadership and collaboration skills
- Proven ability to mentor and develop others
- Excellent communication and organizational skills
- Commitment to uphold the values and integrity of the coaching profession
- Previous service in a Chapter Board position

Time Commitment:

- 10–15 hours per month, plus meetings and events
- Attend monthly board meetings (in-person and/or virtual)
- Attend most chapter and global meetings/events
- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Updated: 8/26/25

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Immediate Past President

Assistant To The Past President - Board Officer Support

Job Purpose

The Immediate Past President is a volunteer board position that is automatically filled by the President of the prior term. The Immediate Past President provides continuity in Board Leadership following service as Board President and supports the President as needed. She/he shall advise the Board of Directors on Chapter decisions as well as having a vote on the Board. This position is in addition to the current number of approved board positions.

General Duties

- Attend monthly board and executive meetings and other related meetings (e.g. strategic planning) as necessary
- Publicly and privately support, mentor, and encourage the current chapter President; be available for confidential and strategic conversations
- Work with the current Board leadership, offering guidance and institutional memory as needed
- Chair the annual Board Nominations and Elections process ensuring a slate of candidates for all open Board positions for election by the general membership (June to November)
- Chairs other (special) committees for Chapter as required

Requirements

- The Immediate Past President will automatically progress from role of President at completion of his/her term
- Served on a committee or be an active chapter participant is a plus
- Actively coaching (internal or external) (part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Reflect the spirit, training, credentials and integrity of the coaching profession
- Hold an ICF credential (ACC, PCC, MCC) as required by ICF NYC Chapter Bylaws

Qualifications

- Strong Leadership skills
- Excellent communication and influencing skills
- Strong collaboration skills
- Knowledgeable in Chapter's fiscal requirements

Term: 1 year, up to 2 years at the discretion of the President

Time Commitment

- Attend most chapter meetings/events
- Attend scheduled board meetings (in-person and/or virtual)

- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Support directors and leaders in their recruiting and mentoring efforts

Updated: 9/2/25

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Secretary

Assistant Secretary - Board Officer Support

Job Purpose

The Secretary, which is a volunteer Board Officer position, with support and agreement with the Board, will record and maintain the current minutes and all official documents of the Board Proceedings of the ICF NYC Chapter, including overseeing the Nominations and Elections committee.

General Duties

Record Keeping and File Maintenance

1. Maintain organization of files on the Chapter's shared drive (Google Drive) and ensure all folders are up-to-date and accessible to all directors, officers, and committee members as appropriate
 - a. Request documents and file updating from board members as needed
 - b. Capture and retain in Google Drive copies of important communications, correspondence, and documents, or request such documents from board members as needed (i.e. – policies and procedures, Board decisions and guidelines, motions and voting records, financial and annual reports, membership records, event information and lists)
2. Maintain Agendas & Minutes folder and Process Binder materials

Board Meetings

1. Attend and record monthly board meetings, executive committee meetings and board retreats; preside over monthly board meetings and keep record of all Board motions and votes
2. Prepare Agendas for monthly board meetings and board retreats, based on updates by each board member via a Pre-Board Meeting shared document, for final approval by the President
3. Draft and distribute Minutes of each board meeting and relevant notes from board retreats, indicating Action Items as appropriate
4. Between Board meetings, distribute reminders of and request responses to Action Items arising from the monthly or interim board meetings

ICF Communication

1. Provide ICF Global, on an annual basis, with current and updated copies of Chapter Bylaws, Chapter policies and procedures, and a list of the Chapter's Board of Directors, Officers, Chapter committees and staff, including relevant contact information and other documentation as directed by the Chapter President
2. Lead the Nominations & Elections process annually, sending ballot information to all Chapter members, and notifying the membership of the approved Board of Directors

- a. Identify and invite chapter members to form the Nominations and Elections Committee which oversees the nominations and selection process for the annual board slate
 - b. Oversee and support the Nominations and Elections committee process as needed
3. Complete ICF Volunteer Leader Training within three months of appointment as Board member

Requirements

- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- A current ICF credential (ACC, PCC, MCC), or commitment to obtain within 1 year from appointment date

Preferred qualifications

- Served on a committee or be an active chapter participant
- Actively coaching (internal or external) (part-time or full-time)
- Reflect the spirit, training, credentials and integrity of the coaching profession

Competencies

- Organizational ability
- Detail-oriented
- Excellent communication skills

Time Commitment

- Monthly board meetings (1.5 hrs/month)
- 1:1 check-in call with the President (1 hr/month)
- Annual board retreat (1 full day equivalent)
- Attend most chapter meetings/events
- Prepare and deliver on Secretary duties described above (3 hrs/week)
- Attend all required ICF Global Leadership events
- Manage the annual Nominations and Elections process – 4 months (peak: 3-5 hours per week)
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Updated: 6/18/25

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Treasurer

Assistant Treasurer - Board Officer Support

Job Purpose

The Treasurer, which is a volunteer board position, with support and agreement from the Board, will be responsible for managing the chapter's official financial transactions, keeping accurate books of the accounts. The Treasurer ensures that all financial year-end statements and reviews of the books of the chapter are completed. The Treasurer arranges for any required audits and oversees the results of and actions required by the audits. The Treasurer shall present a Financial Report to the Board at its meetings. The Treasurer is one of two signatories on all accounts and must have the ability to visit a local branch of the Chapter's US-based bank to conduct chapter business and financial transactions. This position will work closely with all Board members, the chapter's virtual assistant, the Chapter's bookkeeper, the Chapter's accountant, and ICF Global.

General Duties

- Prepares the annual budget for presentation to the Board of Directors
- Reviews all program proposals, Chapter initiatives and event plans to ensure the short and long-term financial implications are identified and makes recommendations to the Board of Directors
- Oversees the maintenance of all Chapter financial records and banking practices
- Provides the ICF with the annual Chapter financial activity report and filing the annual financial reports
- Supplies appropriate budget reports to the Executive Committee and Board of Directors
- Reviews and approves, along with the President, all expenditures and financial commitments made on behalf of the Chapter's events, programs, and ongoing activities
- Provide support and focus to committee leads in developing budgets and fulfilling financial requirements for Chapter initiatives, events and activities
- Complete ICF Volunteer Leader Training within three months of appointment as Board member

Requirements

- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- Served on a committee or be an active chapter participant is a plus
- Actively coaching (internal or external) (part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Reflect the spirit, training, credentials and integrity of the coaching profession
- An ICF credential (ACC, PCC, MCC) is required

Qualifications

- Excellent organizational & time management skills
- Communication skills

- Fiscal responsibility
- Financial expertise
- Experience with business accounting software is recommended

Time Commitment

- Attend most chapter meetings/events
- Attend monthly board meetings
- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Updated: 8/27/2025

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Director of Community Impact

Associate Director/Co-Chair

Job Purpose

The Director of Community Impact is a volunteer board position, with support and agreement from the Board, and is responsible for developing relationships that evolve to partnerships organizations to provide access/social impact to coaching from accredited, certified coaches.

The Director leads the partnership relationship typically with non-profit organizations serving populations/communities that may not possess the budget to access professional coaching.

The relationships that the Director develops are intended to add value from a social impact perspective by offering coaching services, pro bono, to the leaders of said organization. There must be alignment and congruency between the values of the non-profit and the mission and values of the Community Impact Committee.

The values and mission of the Community Impact Committee include serving underserved populations by providing the gift and benefit of access and engagement with a team of certified, accredited volunteer coaches, customarily for three-month engagements.

The position will work closely with the President, Director of Professional Development, the Director of Strategic Partnerships/Sponsorship, and the Director of Membership Engagement to ensure all outreach efforts are aligned with the Chapter's goals and annual areas of focus.

General Duties

- Identify new opportunities and nurture existing partnerships with non-profit organizations whose values and mission align with the Chapter's focus
- Provide necessary training to pro-bono coaches on the ICF Community Impact programs
- Oversee Chapter efforts to educate individuals, organizations, and the broader community on the value of coaching and to share the gift of coaching through pro bono coaching engagements
- Represent the Chapter at conferences and professional events
- In coordination with the all ICF Board Directors, reach out to ICF-accredited coaching programs as part of Chapter efforts to promote ICF and to expand recruitment
- Develop alliances with other ICF chapters in the US and worldwide
- Oversee the Community Impact Committee and coordinate and lead regularly scheduled committee meetings, when and if needed
- Complete ICF Volunteer Leader Training within three months of appointment as Board member

Qualifications

- Active ICF membership in good standing
- ICF Member for six months or more
- Have served on a committee or being an active chapter participant is a plus
- Actively engaged in coaching (internal or external) (part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Act as ICF Brand Ambassador, consistently reflecting the behaviors, credentialing and integrity of the coaching profession to all members and Board colleagues
- An ICF credential (ACC, PCC, MCC) is preferred
- High proficiency in verbal, written and active listening communication competencies
- Ability and propensity to collaborate, network and build relationships
- Passion or experience with social impact

Time Commitment

- Monthly working and board meetings (1.5 hrs/month), monthly 1:1 check-in call with the President (1hr/month), and annual board retreat (1 full day equivalent)
- Time to oversee and deliver on Board portfolio (average 8 hours per week but up to 15 hours in peak periods.)
- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Updated: 6/17/25

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Director of Diversity, Equity, Inclusion and Belonging (DEIJB)

Associate Director/Co-Chair

Job Purpose

The Director of DEIJB, is a volunteer board position, with support and agreement of the Board, will facilitate and lead on efforts to translate Global's DEIJB vision and goals as outlined in [the ICF Chapter Diversity Guide](#) throughout the local ICF NYC chapter, in ways reflective of and responsive to our chapter's purpose. This position will liaise with Global and collaborate with the other Board Directors and Committees to embed a DEIJB lens within the chapter's standard operating procedures and across various initiatives.

General Duties

As this is an emergent role, the duties are anticipated to evolve and be further defined over time. To start, the role is envisioned to focus on inclusion as ICF NYC launches its DEIJB efforts and seeks to engage a wide variety of members, voices, and perspectives in all of our activities and to create an accessible, inclusive learning community.

Specific Duties Will Include

1. Facilitating development of a chapter DEIJB mission and vision statement that aligns with the values, purpose and goals of ICF NYC
2. Leading development of anti-discriminatory statements to promote diversity, equity, inclusion, belonging, and justice that is in accordance with any applicable federal, state or local regulations
3. Supporting development of goals and metrics, both quantitative and qualitative, to measure, monitor, and report ICF NYC's DEIJB efforts
4. Collaborating with other volunteer committees, e.g., professional development, community impact, marketing and communications, membership engagement, and sponsorships and partnerships, to enhance their initiatives and provide a perspective of how chapter initiatives can reinforce our DEIJB commitments
5. To the extent there is member interest, launch a DEIJB volunteer committee or pursue other means of engaging chapter membership in DEIJB efforts to help ensure our initiatives are responsive to our members and local community
6. Complete ICF Volunteer Leader Training within three months of appointment as Board member

Requirements

- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- Served on a committee or be an active chapter participant is a plus
- Actively coaching (internal or external) (part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Reflect the spirit, training, credentials and integrity of the coaching profession

- An ICF credential (ACC, PCC, MCC) is preferred

Qualifications

- Proven organizational ability and detail-oriented
- Experience leading DEIJB work, through coaching, consulting or internal roles, is encouraged
- Collaboration and team building experience is a plus
- Excellent oral and written communication skills

Time Commitment

- Attend most Chapter meetings/events
- Attend monthly Board meetings (in-person and/or virtual)
- Attend all required ICF Global Leadership, Volunteer, and DEIJB trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles
- 4 – 8 hours per week, including monthly board meeting, and depending upon event schedule, attendance at committee meetings, special projects and other deliverables

Updated: 6/10/25

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Director at Large

Associate Director/Co-Chair

Job Purpose

The Director at-Large, which is a volunteer board position, with support and agreement of the Board, will work closely with the entire Board of Directors and the chapter's Virtual Assistant as needed.

The Director at-Large role is a flexible, project-based position. This role will collaborate with the President and the Board to determine how the Director at-Large will contribute to the Chapter during their term in office, but in general, it is envisioned that the role will be responsible for coordination of cross-functional Board initiatives and special projects.

General Duties

- Provide support to the Board of Directors in delivering ongoing initiatives, for example, chapter performance monitoring, volunteer management, and other annual strategic priorities
- Accept and perform special duties and tasks as assigned by the Board
- Promote and articulate the Mission and Vision of ICF NYC Chapter
- Work with the Board to increase value to our members, sponsors and academic partners
- Identify issues, advocate for the profession and help support a forum to advance the understanding and promotion of the field of coaching in NYC
- Complete ICF Volunteer Leader Training within three months of appointment as Board member

Requirements

- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- Served on a committee or be an active chapter participant is a plus
- Actively coaching (internal or external) (part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Reflect the spirit, training, credentials and integrity of the coaching profession
- An ICF credential (ACC, PCC, MCC) is preferred

Qualifications

- Proven project management and organizational ability
- Ability to support special projects and various board members
- Detail-oriented
- Excellent communication skills
- Aptitude for numbers and data analysis

Time Commitment

- Monthly working and board meetings (1.5 hrs/month), monthly 1:1 check-in call with the President (1hr/month), and annual board retreat (1 full day equivalent)
- Time to oversee and deliver on Board portfolio (average of 4-6 hours per week but up to 8 hours in peak periods)
- Attend most chapter events
- Attend monthly Board meetings
- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Updated: 9/24/22

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Director of Marketing and Communications

Associate Director/Co-Chair

Job Purpose

The Director of Marketing, which is a volunteer board position, will be responsible for creating content and managing the content development process and ensuring continuous improvement for the website, newsletters, marketing materials, and other communications. This position will work closely with the entire board and the chapter's Virtual Assistant.

General Duties

1. Complete ICF Volunteer Leader Training within three months of appointment as Board member
2. **Strategic Leadership:** Develop and oversee the chapter's overall marketing and communications strategy in alignment with chapter goals, mission, and ICF Global standards
3. **Content & Campaigns:** Create and produce content for the ICF NYC website, monthly newsletters, weekly email blasts, events, and other materials as necessary to support the Chapter
4. **Social Media & Digital Presence:** Manage social media initiatives and accounts (LinkedIn, Facebook, Twitter, and Instagram), delegating execution to committee members and the VA as appropriate
5. **Analytics & Reporting:** Track and report on engagement metrics (e.g., email open rates, social engagement, website analytics) to evaluate impact and guide continuous improvement
6. **Technology & Tools:** Utilize platforms such as Active Campaign (or equivalent), Canva, and scheduling/analytics tools to deliver professional, consistent communications
7. **Event Promotion:** Develop strategies to promote ICF NYC Chapter events and activities, including: professional development programs (e.g. breakfasts, lunch and learns and webinars); campaigns to educate and promote professional coaching to organizations and targeted public groups; annual membership drives; and special events such as International Coaching Week, conferences, partnering with community organizations
8. **Collaboration:**
 - a. With the President and the VA, contribute ideas on monthly newsletters and weekly emails for content and presentation that will excite Chapter participation and drive event attendance
 - b. Support the Director of Professional Development in creating Chapter event pages, local notices, and ICF Global and NE Region activities for website postings
9. **Marketing Collateral & Creative Assets:**
 - a. Design and produce displays and printed materials for use by the Chapter for promotions, events, and activities
 - b. Develop marketing communications and advertising assets to support the chapter's mission and vision and align with the chapter's strategic goals

10. **Committee Development:** Actively recruit, mentor, and empower committee members to contribute meaningfully and prepare for future leadership roles.
11. **Representation:** Attend Chapter Board meetings and other related meetings (e.g. strategic planning) as necessary

Requirements

- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- Served on a committee or be an active chapter participant is a plus
- Actively coaching (internal or external) (part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Reflect the spirit, training, credentials and integrity of the coaching profession
- An ICF credential (ACC, PCC, MCC) is preferred

Qualifications

- Social Media content development experience
- General marketing experience
- Exceptional written & oral communication skills
- Creative approach to communications
- Ability to lead and mentor volunteers, delegate effectively, and build a collaborative team

Time Commitment

- Monthly working and board meetings (1.5 hrs/month), monthly 1:1 check-in call with the President (1hr/month), and annual board retreat (1 full day equivalent)
- Time to oversee and deliver on Board portfolio (average 8 hours per week but up to 15 hours in peak periods)
- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Updated: 9/4/25

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Director of Membership Engagement

Associate Director/Co-Chair

Job Purpose

The Director of Membership Engagement leads the chapter's efforts to create a dynamic, connected, and inclusive coaching community. This role steers the strategy and execution of initiatives that enhance member experience, increase engagement and retention, and support the chapter's growth and alignment with ICF Global.

General Duties

Strategic Responsibilities & Key Tasks

1. Shape and Lead Engagement Strategy

Develop and implement a high-impact engagement plan aligned with ICF NYC's strategic priorities.

- Conduct periodic assessments of membership trends, interests, and needs
- Define short- and long-term goals for member engagement and retention
- Create and manage an annual engagement calendar aligned with chapter programs
- Propose innovative member touchpoints to increase value, connection, and visibility

2. Champion Member Experience

Ensure that all member interactions with the chapter reflect care, relevance, and professionalism

- Monitor feedback channels (emails, surveys, events) to identify areas of improvement
- Represent member interests in board decision-making and strategic planning
- Guide the creation of resources that support members at every stage of their coaching journey
- Encourage diverse representation and inclusion within all engagement initiatives

3. Strengthen Member Journey

Design and lead initiatives that enhance onboarding, connection, and retention.

- Develop and maintain a structured onboarding journey for new members, including:
 - Monthly welcome emails and individual follow-up by Membership Ambassadors
 - Monthly virtual onboarding calls to introduce new members to the chapter's offerings
 - Biannual in-person or virtual "New Member Socials"
 - Where relevant, Quarterly Virtual Networking events
- Create a touchpoint map for consistent engagement throughout the member credentialing lifecycle
- Oversee targeted outreach to lapsed or at-risk members, including exit follow-ups

4. Foster Community Connection

Support grassroots community-building efforts and scalable member-led programming

- Oversee CoachCafe, signature member-led programs:
 - Recruit and support facilitators
 - Support the scheduling and coordination of all monthly meetings (Zoom links, venues)
 - Ensure each group is supported with resources and promotional visibility

5. Collaborate Cross-Functionally

Ensure membership initiatives are integrated across chapter functions

- Work closely with the Directors of:
 - Professional Development to connect members to learning and credentialing support
 - Marketing and Communications to design and deliver consistent messaging related to membership
 - Strategic Partnerships and Sponsorships to build a well-rounded benefit offer to members
- Contribute membership insights to event planning and promotional strategies
- Align engagement programs with DEIJB values and chapter-wide goals

6. Leverage Data & Insights

Use analytics and member feedback to drive data-informed decision-making

- Monitor membership growth, retention, and engagement metrics
- Collaborate with the Virtual Assistant and Technology committee to maintain accurate membership records
- Prepare quarterly engagement reports for board review
- Develop feedback loops via surveys, polls, and conversations to measure impact and satisfaction

7. Represent the Chapter

Act as the liaison between ICF NYC and external ICF membership communities

- Attend monthly ICF Regional Membership Engagement calls
- Maintain regular contact with ICF Global's Membership and Chapter Support team
- Share best practices and adopt relevant innovations from other ICF chapters
- Represent ICF NYC at relevant regional/global events and leadership summits

Governance & Operational Duties

Board Participation

- Attend monthly ICF NYC Board meetings and contribute actively to strategic discussions
- Participate in chapter-wide planning retreats and mid-year reviews
- Support succession planning and onboarding of future board members
- Complete ICF Volunteer Leader Training within three months of appointment as Board member

Communications & Promotions

- Write and review content related to membership for the website, newsletter, and event pages

- Ensure timely posting and promotion of all CoachCafe and membership-related events
- Collaborate with the Virtual Assistant to ensure information accuracy and timely communication

Volunteer Leadership

- Provide clear direction and support to all committee members and volunteers
- Facilitate monthly committee meetings (Membership Engagement & CoachCafe)
- Foster leadership development within committees and promote volunteer retention

Requirements

- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- Served on a committee or be an active chapter participant is a plus
- Actively coaching (internal or external) (part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Reflect the spirit, training, credentials and integrity of the coaching profession
- An ICF credential (ACC, PCC, MCC) is preferred

Qualifications

- Experience in strategic leadership, community engagement, or volunteer management
- Tech-savvy with basic knowledge of email platforms, databases, and virtual meeting tools
- Strong interpersonal, written, and verbal communication skills

Time Commitment

- Attend most ICF NYC events (in-person or virtual)
- Participate in monthly board meetings and committee sessions
- Engage in all required ICF Global trainings (Leadership, DEIJB, Volunteer)
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Revised 6/16/25

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Director of Professional Development

Associate Director/Co-Chair

Job Purpose

The Director of Professional Development, which is a volunteer board position, with support and agreement of the Board, will plan all professional development events, in-person and virtual, together with the professional development committee. This position will work closely with the President, Directors of Strategic Partnerships and Sponsorships, Marketing and Communications, Membership Engagement, Treasurer, and the chapter's Virtual Assistant (VA).

General Duties

1. Plan a balanced program for the ICF NYC Chapter's monthly events (in-person and virtual), designed to provide personal and professional development opportunities for members
2. Source guest speakers for monthly events in accordance with our standard volunteer speakers agreement and ensure that speakers deliver value and uphold the profession of coaching
3. Coordinate event information with the Director of Marketing and Communications and the chapter's Virtual Assistant, to ensure that members are aware of, and have time to plan for, attendance
4. Apply to ICF for CCE's for each session at least two weeks in advance
5. Create the CCE certificate and forward to VA for distribution to qualified attendees
6. For live events, coordinate all logistical site information with the venue, including projector, microphone and sound system, ICF banners, room setup, head count confirmation, catering, security lists, etc.
7. For virtual events, run back-end logistics for Zoom meetings
8. Develop event budgets for each event and work with the Treasure to monitor event financial performance
9. Support the speaker – confirming head count (so they know the size of their audience), determine audio and visual needs, support with handouts. Introduce the speaker at the meeting and thank the speaker at the end of the meeting
10. At the end of your term, ensure the January meeting is completely organized (in cooperation with the incoming Director of Professional Development) to ensure a smooth handoff and transition
11. Oversee the Professional Development committee and provide all necessary support for success
12. Participate in monthly NE Regional Program Chairs Call
13. Complete ICF Volunteer Leader Training within three months of appointment as Board member

Requirements

- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- Served on a committee or be an active chapter participant is a plus
- Actively coaching (internal or external) (part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Reflect the spirit, training, credentials and integrity of the coaching profession
- An ICF credential (ACC, PCC, MCC) is preferred

Qualifications

- Proven organizational ability
- Detail-oriented
- Excellent oral and written communication skills

Time Commitment

- Attend most Chapter meetings/events
- Attend monthly Board meetings (in-person and/or virtual)
- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles
- 4 – 8 hours per week, depending upon event schedule, special projects and other deliverables

Updated: 6/18/25

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Director of Strategic Partnerships and Sponsorships

Associate Director/Co-Chair

Job Purpose

The Director of Strategic Partnerships & Sponsorship (DSPS) collaborates with the Board to develop a strategy that meets the needs of the NYC Chapter and aligns with the Global ICF mission. This strategy is continually monitored to ensure it meets the ongoing and changing needs of the chapter's membership. This position will work closely with the President, Director of Professional Development, Director of Membership Engagement, and the Treasurer to ensure all events are strategically chosen to meet the needs of membership and are within budget.

Keeping the strategy front and center, organizations are sought out as Strategic Partners or Sponsors for either programming opportunities that focus on Learning and Development, while Sponsors provide funds to offset event costs and to inform and educate the community about valuable resources available to enhance their practice.

The purpose of the Strategic Partnerships & Sponsorships Committee (SPS) is to help chapter members build thriving coaching practices through partnerships and sponsorships that promote the value of the ICF credential and excellence in coaching.

Goals and Objectives

- Develop and cultivate strategic partnerships that demonstrate the benefits of coaching
- Advance the coaching field through collaboration with academic institutions, research, and training
- Build a stronger financial foundation to invest more in the development of chapter members
- Educate corporations headquartered in New York City on the benefits of hiring ICF-credentialed coaches and establishing corporate coaching cultures
- Implement a systematic approach to sponsorships so that sponsors can effectively engage with the chapter's membership through promotional activities

General Duties

- Collaborate with the Board to shape the strategic direction for the Chapter
- Manage the Strategic Partnerships and Sponsorships Committee, consisting of volunteer members who meet monthly

- Study trends, changing demographics, chapter market research, global activity, and opportunities for advancing the coaching profession within the Chapter's community-served area
- Confirm that all events are chosen predicated on current strategy
- Build relationships with like-minded organizations serving the New York City area
- Obtain input from multiple sources to understand the future direction and potential needs for the profession
- Keep the Board informed of relevant strategic insights and information, providing regular updates on partnership and sponsorship development activities
- Facilitate an annual strategic planning process with the Board at the end of each year in preparation for the upcoming year
- Develop presentations that can be used to approach Sponsors and Partners
- Secure sponsorship for all relevant events
- Secure annual "website banner" type sponsorship
- Stay in contact with Global on how they approach Corporations for internal coaching programs
- Identify and approach organizations for potential strategic partnerships
- Work closely with the Professional Development and Events teams to align with needs and goals
- Guide organizations through the process of becoming a Strategic Partner or Sponsor, ensuring alignment with ICF NYC's mission, clarity of roles and responsibilities, and agreed performance outcomes
- Complete ICF Volunteer Leader Training within three months of appointment as Board member

Requirements

- Be an ICF member in good standing
- Be a member of the ICF NYC Chapter for six months or more
- Service on a committee or active chapter participation is a plus
- Actively coaching (internal or external, part-time or full-time)
- Meet the board requirements as described in the Bylaws
- Reflect the spirit, training, credentials, and integrity of the coaching profession
- ICF credential (ACC, PCC, MCC) is preferred

Qualifications

- Excellent communication skills
- Excellent presentation skills
- Marketing or sales knowledge a plus
- Networking skills
- Fiscal responsibility

Time Commitment

- Monthly working and board meetings (1.5 hrs/month)

- Monthly 1:1 check-in call with the President (1 hr/month)
- Annual board retreat (1 full day equivalent)
- Time to oversee and deliver on Board portfolio (average 8 hours per week, up to 15 hours in peak periods)
- Attend all required ICF Global Leadership, Volunteer, and DEIBJ trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles

Updated: 9/2/25

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Director of Volunteers

Associate Director/Co-Chair

Job Purpose

The Director of Volunteers is a volunteer board position, with support and agreement of the Board, will facilitate and lead on efforts to recruiting, retaining, and engaging chapter volunteers. This position will collaborate with the Board Directors and Committees Chairs, to embed qualified volunteers within the chapter's committees and across various chapter events, projects, and initiatives.

General Duties

Oversee the ICF NYC Volunteer Program by leading all volunteer efforts and ensure that support is provided for the smooth operations of the ICF NYC chapter. Some activities could include recruitment, onboarding, training, mentoring, securing, evaluating and applying feedback to improve efforts; creating and managing a structured recognition and rewards program for volunteers; creating clear paths to leadership and succession planning.

Specific Duties Will Include

1. Actively recruits new volunteers from the ICF NYC membership into the ICF NYC Volunteer Program. Reviews volunteer leads via event feedback forms (Google Forms), ICF NYC website and 'call for volunteers' during chapter meetings
2. Reviews event feedback forms for Volunteer Interest; collaborate with Board of Directors on possible potential candidates for committees
3. Responds to inquiries about volunteering received via email through ICFNYC webpage, located at ICF NYC Home page > Get Involved
4. Connects with Volunteers via phone/email once they complete the Google Form to validate interest, availability, etc. and assess which skills and interests match with committees/projects
5. Conducts quarterly check-ins with volunteers; obtains input from volunteers and considers feedback to adjust ICF NYC Volunteer Program
6. Collaborate with the Director of Professional Development for volunteer needs at NYU, Columbia, and other chapter learning events; as well as the Director of Membership Engagement for Town Halls, Summer & Fall Socials, and other member related events
7. Engages volunteers at the conclusion of projects, events, and initiatives to obtain their feedback on their volunteer experience, analyze volunteer feedback forms and adjust
8. Create and maintain Board of Directors/Co-chairs/other leadership organizational charts and update it as needed
9. Create and maintain various contact lists on Google Drive (Board, Co-chairs, CoachCafes, Book Club, other leaders, and volunteers)

10. Register volunteers for upcoming chapter meetings when free meetings have been earned through volunteer hours
11. Complete ICF Volunteer Leader Training within three months of appointment as Board member

Qualifications

- Familiarity with Google Forms
- Strong Excel spreadsheet skills
- Proven organizational ability and detail-oriented
- Collaboration and team building experience is a plus
- Excellent oral and written communication skills

Time Commitment

- Attend most Chapter meetings/events
- Attend monthly Board meetings (in-person and/or virtual)
- Attend all required ICF Global Leadership, Volunteer, and DEIJB trainings/meetings/events
- Proactively recruit and mentor committee members who have the potential to grow into future leadership roles
- 4 – 8 hours per week, including monthly board meeting, and depending upon event schedule, attendance at committee meetings, special projects, and other deliverables

Updated: 10/31/2024

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* This is an appointed role, not an elected one. The assistant/co-chair supports the officer/director to gain experience with the possibility of becoming the officer/director in the future.