



Zone Director Onboarding Guide

Helping You Support Chapters Across Your Region

Welcome to Your Role as a PHCC National Zone Director

As a Zone Director, you serve as the primary connection between National PHCC and the chapters in your assigned region. Your role focuses on communication, support, membership growth, and representing PHCC National at chapter events. This onboarding guide will provide you with an outline of tasks and responsibilities for your role. You will also receive a Zone Director playbook at the December orientation. We recommend that you use this playbook as a reference throughout the year.

PHCC National Staff Contacts

Erin Gallalee, Sr. Manager, Member & Chapter Relations | gallalee@naphcc.org | 703-752-9869

Jordan Fleger, Manager, Member & Chapter Relations | fleger@naphcc.org | 703-752-9879

Contact PHCC Membership with any questions or concerns.

Zone Director Check List

Monthly

- ✓ Check-in with Chapter Executive Directors
- ✓ Welcome new members
- ✓ Assist with prospective member outreach
- ✓ Communicate any relevant zone updates to PHCC Manager of Member & Chapter Relations

Quarterly

- ✓ Participate in Zone calls and complete Zone reports
- ✓ Prep for board meetings



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Travel

- ✓ State Leadership visits (as needed)
- ✓ Attend chapter board (when possible) and annual meetings

Your Responsibilities as a Zone Director

Pre-Board Meeting Zone Calls

Before each PHCC National Board meeting, PHCC will organize a Zone Call with you and the chapter executives in your zone. There will be three quarterly calls (winter, Summer, and Fall).

- During these calls, topics will vary based on industry trends, local updates, and chapter feedback in your region.
- Prior to the call, PHCC will email a link to a Zone Director Report for you to complete and submit via Jotform.
 - Responses will be included in the Board book for the National Board meeting.
 - Reports will be made available for review to all PHCC Zone Directors.

Attend Chapter Annual Meetings

When attending a chapter annual meeting, your responsibilities may include:

Before the Meeting

- Coordinating your attendance with the State Executive Director.



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- Coordinate topic points and/or PHCC updates to present in formal sessions (Ex: Board Meeting), or as you speak with attendees.
 - Contact the Manager, Member and Chapter Relations at PHCC National to obtain the most recent PHCC National talking points or presentation template.
- Confirm your participation in performing any officer installations.
 - Templates for installations are available from PHCC National by request

After the Meeting

- Complete and submit the “Reimbursement Statement for BOD, EC, & all other Committees” form for travel reimbursement to Cathi Horner, horner@naphcc.org within 45 days after the event.
- Complete and submit the “Zone Director PHCC Convention and Meeting Report” to provide event feedback to National staff.

Support Membership Growth

Membership is a key part of your role. You might be asked by a chapter executive for help communicating messages to prospective, new, or returning members.

What National Provides

- Membership rosters that include paid-through dates (available by request)
- A pending termination list when the grace period is approaching (in Spring)
- A monthly list of new members, indicating whether they are new or reinstated.

Your Actions

- Check in with Chapter Executive Directors regarding membership base



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- Outreach to new members
 - Assist with contacting prospective members, if needed
 - Encourage connection with at-risk members
 - Communication to current members
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