



## NAMIC CHAPTER OFFICERS' ROLES AND RESPONSIBILITIES

### OVERVIEW

NAMIC Chapter Officers make a **two-year commitment** to serve in their roles and are responsible for managing and executing the following for their respective chapter:

- Chapter Annual Planning & Management
- Chapter Fundraising, Event Planning & Programming
- Chapter Governance

These responsibilities are essential to the efficient operation of the chapter and ensuring that it provides adequate value to its primary stakeholder – the member. This section will elaborate on each area to clarify the philosophical and operational expectations for current and prospective leaders of NAMIC Local Chapters.

### 1. Chapter Annual Planning & Management

*Chapter Officers should:*

- Develop an annual business plan, in partnership with NAMIC National, defining:
  - The value proposition
  - The plan to deliver value
  - To whom value will be provided (i.e. target market, market focus, market segmentation, etc.)
  - How much will be needed to provide value
  - How will funds be developed to provide value (e.g. fundraising strategy)
  - What will be utilized to foster growth and retention (i.e. membership drives, lunch & learns, webinars, breakfast series, etc.)
- Manage the Chapter's financial and volunteer resources to ensure that they are being efficiently and effectively utilized to further the mission of NAMIC and meeting the Chapter's objectives determined in the annual business plan
- Work with NAMIC National to annually review the Chapter's performance and the Member Satisfaction Survey and take necessary steps to improve in areas that are identified.

### 2. Chapter Fundraising, Event Planning & Programming

*Chapter Officers should:*

- After ascertaining what it will cost to execute the annual events selected by the Chapter's leadership, develop and execute an annual fundraising plan, as part of their annual business plan, to support local chapter activities, identifying potential donors and supporters
- Develop Chapter programs and monitor their performance to ensure that they are aligned with NAMIC's mission and providing sufficient value to chapter members
- Ensure that the chapter holds an annual membership meeting
- Attempt to hold one volunteer appreciation/recognition event, if possible.

### **3. Chapter Governance**

*Chapter Officers should:*

- Assume fiduciary responsibility for the chapter, ensuring that it is fiscally sound and operating:
  - Legally
  - Ethically
  - Responsibly
  - Practically
- Provide NAMIC National with financial quarterly reports
- Ensure that proper financial controls are in place

In addition to these three core responsibilities, NAMIC Chapter Officers should also develop and maintain healthy relationships with NAMIC's members within their chapter's footprint. Research has shown that NAMIC Chapters are one of the central motivators for NAMIC members joining and renewing their membership.

#### **CHAPTER OFFICERS & COMMITTEES OVERVIEW**

NAMIC Chapter Officers should:

- Conduct themselves professionally and be loyal to the interests of NAMIC, the Chapter and all relevant stakeholders.
- Remain objective and consider the interests of PMI, the Chapter, their stakeholders and the profession
- Be respectful, cordial and mindful of other cultures, ethnicities and social norms
- Conduct all official meetings in a manner consistent with applicable law, Bylaws, and rules of parliamentary procedure
- Conduct the affairs of the Chapter in good faith, responsibly, respectfully, fairly, and honestly
- Conduct themselves in a professional manner, even when it is not reciprocated
- Be honest in their communications
- Make commitments and promises, implied or explicit, in good faith
- Be respectful of others' views and opinions and express any disagreement with others' views and opinions in a professional manner
- Demonstrate transparency in their decision-making process and in the handling of all chapter funds and property
- Provide equal access to information to those who are authorized to have that information

#### ***NAMIC Chapter Committees***

Chapter Officers may find it necessary to create committees. Chapters are not limited in the number of committees that they may create, per the Colorado Revised Non Profit Corporation Act. Each committee chair or co-chair, although appointed by the Board, is subject to the same governance requirements as a board member and, in the interest of NAMIC, must follow the same guidelines regarding conflict of interest, code of conduct, and confidentiality. Committees can function in a variety of areas, however NAMIC recommends that chapters have the following:

- Programming Committee
- Marketing Committee
- Membership Committee
- Fundraising Committee

Each chapter should report their committees to the National Office, including the contact information for the chairs and co-chairs. We encourage those who are unable to run for a chapter board position to consider

volunteering for a chapter through any of these respective committees.

## **CHAPTER OFFICERS' ROLES & RESPONSIBILITIES**

### **PRESIDENT**

#### *Role Description*

Volunteer responsible for overall oversight of the chapter and the Board. The president shall direct the activities of the other board members in accordance with the chapter bylaws.

#### *Roles & Responsibilities*

- Direct the chapter's strategic goals
- Strive to achieve the chapter vision, mission and objectives as detailed by the chapter board, NAMIC and chapter annual plan
- Direct the activities of other officers toward chapter goals and objectives
- Assure that the chapter board works together as a team
- Represent the chapter at public events
- Ensure strategic alliance, planning and annual reporting
- Ultimately accountable for all board operations and chapter activities
- Act as a liaison between the chapter and NAMIC
- Preside over the Board of Directors meetings and the annual general membership meeting
- Ensure that all chapter business is being done legally and ethically
- Assume responsibility for the overall functioning of the chapter
- Legally represent the organization (this role can be co-dependent with the vice president or secretary)
- Ensure statutory and regulatory compliance in consultation with the treasurer
- With the board, ensure prudent disbursement of chapter funds
- Promote leadership development opportunities for board development
- Participate in the bi-monthly Chapter Leadership Conference Call convened by the National Office
- Represent the chapter at the Annual Chapter Leadership Forum and Annual Chapter Workshop, as well as other national programs and events.

#### *Role Specific Skills*

- NAMIC knowledge & experience
- Organization Management
- Management Skills
- Volunteer Recognition & Appreciation
- Conflict Management
- Budget Management
- Financial Planning

#### *Other Leadership Skills*

- Ability to delegate effectively
- Public speaking/presentation skills
- Conflict Resolution Skills
- Team-building Skills

## **VICE PRESIDENT**

### *Role Description*

Successor to the president; elected volunteer who will assist the president with his or her duties of managing the chapter and assume the role of the chapter president if the president is unable to perform duties for any reason.

### *Roles & Responsibilities*

- Represent the president in his or her absence
- Assume the role of president following successful completion of his or her duties in this role (depending on chapter bylaws)
- Assume the role of president if the president is unable to perform duties for any reason
- Assist the president in his or her duties
- Oversee committees and appointed chairs
- Serve as member ex-officio with the right to vote on all committees
- Participate in the bi-monthly Chapter Leadership Conference Call convened by the National Office
- Develop and implement succession and transition plan

### *Role Specific Skills*

- NAMIC Knowledge & Experience
- Resource Management
- Conflict Management
- Budget Management
- Financial Planning

### *Other Leadership Skills*

- Team-building Skills
- Active Listening Skills
- Ability to delegate effectively
- Public Speaking/Presentation Skills

## **SECRETARY**

### *Role Description*

Elected volunteer responsible for preparing, maintaining, recording, circulating all records, correspondence, minutes of meetings and related affairs of the chapter.

### *Roles & Responsibilities*

- Oversees the design and production of collateral materials (Save the Date, invitations, fliers/brochures) to promote chapter events/programs
- Ensures that all communications meet NAMIC branding and communication standards
- Facilitates the review and approval of collateral materials and other communications by the National Office before they are distributed
- Participate in the bi-monthly Chapter Leadership conference call convened by the National Office
- Coordinate and distribute board meeting agendas
- Maintain all meeting minutes
  - Must document in accordance to specific parliamentary procedures as mandated by their local government (e.g., Roberts Rules)
- Notify membership not less than the period stated in the chapter bylaws before annual general meetings
- Circulate board agenda before the meeting to all the members

- Provide records to members and outside organizations that request information
- Provide all notifications to the membership, directors, auditors and members of committees
- Receive and dispatch general correspondence
- Provide support for membership communication
- Develop and implement succession and transition plan

#### *Role Specific Skills*

- Agenda and meeting coordination
- Ability to scribe and record minutes
- Proficient use of word processing, spreadsheet and presentation tools (e.g., Microsoft Office, Open Office)
- Knowledge of meeting procedures as mandated by their local government (e.g., Roberts Rules)
- Knowledge of NAMIC bylaws and policies
- Knowledge of records retention requirements
- Proficient in email communications (e.g., MS Outlook, Google Mail)
- Proficiency in editing/proofreading

#### *Other Leadership Skills*

- Excellent writing skills
- Active listening skills
- Facilitation skills
- Time management skills
- English proficiency

## **CHAPTER TREASURER**

### *Role Description*

Volunteer responsible for finance. Responsible for maintaining and presenting all financial records required for chapter operations in accordance with chapter and bylaws.

### *Roles & Responsibilities*

- Maintain and manage accounts receivable and payable and all financial portfolios, including but not limited to the collection of dues from NAMIC, guest and member payments for chapter events and the payment of all chapter bills in accordance with chapter board directives
- Establish and maintain all required chapter bank accounts and/or similar financial transactions; arrange for officer signatures as required
- Provide financial reporting regarding the state of finances and chapter activity to chapter membership, board and executive level volunteer leaders on a monthly basis (board meeting)
- Report on the state of finances at board meetings and chapter meetings
- Develop an annual operating budget and financial statement to be included in the annual report
- Ensure the chapter has reviewed and reported quarterly and annual financial reports
- Recommend improvements in the financial processes to the board
- Establish and maintain financial operational processes to ensure continuity of chapter operations
- Maintain the annual budget
- Contribute to financial planning/goal setting, investing, forecasting and budgeting for the chapter
- Distribute/communicate financial section of the annual report to chapter membership
- Assist in the preparation of the annual financial statements and reports
- Keep an up-to-date inventory of all the goods of the chapter
- Ensure maintenance and storage of all historic financial documents

- Establish financial metrics; ensure chapter is maintaining requirements
- Serve as liaison with NAMIC National on financial matters
- Prepare financial guidelines and procedures for the chapter along with the board
- Analyze cost impact and income benefit of all activities proposed by the Board of Directors
- Review any chapter contracts and agreements
- Confirm and check bank accounts monthly
- Develop and submit the required quarterly and annual financial reports to the National Office
- Participates in the bi-monthly Chapter Leadership Conference Call convened by the National Office
- Develop and implement succession and transition plan

#### *Role Specific Skills*

- Documentation skills/financial record keeping
- Accounting software/tools (e.g., Quick Books, Excel)
- Basic knowledge of economics
- Knowledge of financial planning
- Knowledge of Generally Accepted Accounting Principles (GAAP)
- Analytical thinking
- Legal awareness

#### *Other Leadership Skills*

- Negotiation skills
- Conflict resolution skills
- Time management skills
- Technical tools skills (e.g., WebEx, Live Meeting, Registration and Event Software)
- Adaptability/flexibility