

## Position Descriptions for the 2021 Board of Directors:

### PRESIDENT ELECT | ETHICS CHAIR

#### 1-Year Term

Provides support for President and chairs as requested. Assists with recruiting for incoming chairs and officers. Serves as Ethics Chair, handling grievances, coordinating and monitoring elections, and working with third-party providers to extinguish fraudulent use of the NRWA name, certifications, or logo.

Duty	Tasks	Timeframe
1. Board duties	a. Attend monthly meetings of the Board of Directors. Submit monthly board report to Secretary 9 days prior to Board Meeting each month.	Monthly starting August before official term
	b. Submit written report of activities to Secretary 8 business days prior to meeting.	Monthly starting January of term
	c. Contribute to Board discussions during monthly meetings (this is a voting position on the Executive Board).	Monthly starting August before official term
2. Serve as Ethics Chair	a. Oversee annual elections, including sending the call for nominations, verifying nominations, collecting candidate information, overseeing administration of voting site, and serving as sole Board viewer of results, working closely with association management team.	April – July
	b. Contact nonmembers who have the NRWA logo and/or membership or certification claims on their websites, social media profiles, or other materials.	Monthly
	c. Manage the execution of the grievance process for any formal complaints.	Ongoing
	d. Respond to, track, and bring any formal/informal complaints against members to the Board, as needed. **	Ongoing
	e. Monitor e-list posts and communication and address violations of e-list policies.	Ongoing
	f. Provide input on contracts for the NRWA and ensure annual Bylaws-review with Secretary.	Ongoing
3. Strategic Planning	a. Begin planning the direction or emphasis of forthcoming term with assistance of the Board.	September (retreat) and Ongoing
4. Recruiting appointed Board chairs	a. Ask current appointed chairs if they are interested in staying on the Board in another role.	August
	b. Send call for nominations for appointed chairs to membership for remaining openings.	September
	c. Recruit those who meet the criteria for the elected positions (already having held a Board position).	September
	d. Compile slate of appointments for Board approval.	October

5. Substitute for Treasurer	a. Serve as substitute for Treasurer as needed to oversee and coordinate bookkeeping and reporting functions.	As needed
6. Committee oversight	a. Oversee activities of Public Image Committee.	Ongoing

**Average Time Commitment to Position: 6-10 hours per month, with more hours during election time.**

**Expectations:** Attend at least 75% of the Board meetings during term of service and complete the duties above in partnership with the Board and Administrative Team. Strongly encouraged to attend annual conference.

**SECRETARY**  
**(1-year term)**

Maintains the NRWA’s official documents and gathers board member reports for Executive Board meetings. Records and distributes minutes; prepares quarterly Board Bytes for the NRWA Connection newsletter; provides quality control for all communications of the NRWA; ensures documentation and organization of processes, policies, and institutional knowledge for the NRWA.

Duty	Tasks	Timeframe
1. Attend board meetings	a. Prepare report for board regarding activities. b. Contribute to board discussions during monthly meetings.	
2. Record meeting proceedings	a. Record minutes.	Monthly
	b. Notify admin assistant to record minutes if unable to attend meeting.	As needed
	c. Distribute minutes to President for review and approval.	Within 7 days of meeting
	d. Distribute approved minutes to board.	Upon approval before next board meeting.
	e. Review governance documents with President Elect at end of calendar year.	Annually
3. Prepare Communications	a. Collect reports from executive board members and committee chairs 9 days prior to board meeting, compile and send to President and administrative management team 7 days prior to board meeting for review and distribution to board as part of monthly board packet. Include category for year-end recap to be included in November board reports.	Monthly
	b. Prepare “Board Bytes” to summarize monthly minutes.	Quarterly
	c. Ensure monthly approval of minutes.	Monthly
4. Act as support to President	a. Track and document voting on initiatives occurring outside of monthly board meetings.	As Needed
	b. Retain minutes and financial reports; ensure document capture in Dropbox.	Monthly
5. Maintain Records	a. Review and update officer list.	Ongoing
	b. Retain current copy of Bylaws and Standing Rules.	
	c. Identify potential members for secretary-elect role.	January to March

6. Knowledge Transfer	a. Meet with incoming secretary one-on-one to transfer knowledge.	October to December
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**Average Time Commitment to Position: 6-10 hours per month, with majority of the work occurring near the time of the Board Meetings, which are typically 1.5 to 2 hours, and quarterly for compiling Board Bytes.**

**Expectations:** Attend at least 75% of the Board meetings during term of service and complete the duties above in partnership with the Board and administrative team. Strongly encouraged to attend annual conference.

### **DIRECTORS OF MEMBER SUPPORT**

*Elected 1-year term*

The general membership is represented by Directors of Member Support in four categories: 1) experienced business owners (5+ years); 2) new business owners (less than 5 years); 3) military and workforce career centers; 4) college career centers.

There are six positions, distributed in accordance with membership demographics. An at-large representative may also be elected to champion special projects or membership needs (i.e., metro-area group development). The breakdown of the six positions will be determined by the Board each year prior to elections.

Directors of Member Support (as part of the Board of Directors) vote on issues directly affecting the direction of the NRWA, including major financial and policy decisions, annual budget, dues pricing issues, organizational structure, long-term association policy, and endorsements. They receive the same benefits and are held to the same expectations as all other Board members.

Each Director of Member Support will also serve on the marketing committee, focusing on one area of marketing identified by the Marketing Chair as being key to the overall marketing strategy. Directors of Member Support may choose to recruit from the membership to fulfill this role in their stead, but appointees must be approved by Marketing Chair.

<b>Duty</b>	<b>Tasks</b>	<b>Timeframe</b>
1. Meetings	a. Attend monthly meetings of the Board of Directors, contribute to Board discussions and decisions at board meetings. Submit monthly activity report to the Membership Chair by the first of each month. b. Attend monthly Membership meetings led by Membership Chair.	Monthly
2. Solicit new members	a. Give input on new-membership target numbers.	Beginning of fiscal year
	b. Work with Membership Chair to identify groups, individuals, and associations to solicit. c. Instruct and guide new members through the benefits of membership.	Ongoing

	d. Provide membership information and materials through personal social media channels to maximize total reach.	Ongoing
3. Retain members	a. Maintain up-to-date renewal letter with benefits of membership (supply to Membership Chair).	Beginning of fiscal year
	b. Send out personal welcome email letters to new and returning members. c. Conduct personal (phone) follow up of expiring or lapsed members, make every effort to salvage membership, address any concerns and identify solution to retain membership.	Monthly
4. Promote member networking	a. Hold regular meetings (at least quarterly) with members of your industry to encourage networking and information-sharing among members, address topics of interest to them, and answer questions.	Monthly / Quarterly
	b. Participate in conference, training, and promotional activities to create buzz for NRWA events and encourage member participation.	Ongoing
5. Member satisfaction	a. Address member inquiries within 48 hours of receipt; escalate unresolved issues to Membership Chair.	Ongoing
6. Newsletter contribution	a. Solicit member feedback and successes for monthly newsletter per newsletter schedule; edit for brevity and compile information into article.	Bi-Annually
7. Provide membership Report	a. Provide monthly membership report to Membership Chair prior to scheduled Membership meetings.	Monthly
8. Carry out special requests	a. Perform duties assigned by President, Executive Board, or Membership Chair.	As requested
9. NRWA conference reception	a. Participate in the planning and execution of a fun, networking-focused welcome reception event at the annual NRWA conference.	May - September
10. Marketing committee	a. Sit on Marketing Committee or recruit a volunteer representative to assist Marketing Chair, accepting a designated role identified by Marketing Chair as essential to overall marketing strategy (e.g., new member development, public relations, social media marketing, content development, conference marketing)	Ongoing
11. Knowledge transfer	a. Participate at the annual conference in formal training of new members of the Board of Directors. b. Provide personal training and mentoring of incoming replacement Director of Member Support.	Annually

**Average Time Commitment to Position:** 8-10 hours per month, with most of the work occurring near the time of the Board Meetings and Membership meetings.

**Expectations:** Attend at least 75% of the board meetings during term of service and complete the

duties above in partnership with the Board and administrative team. Strongly encouraged to attend the annual conference.