

**INDIAN RIVER CHAMBER OF COMMERCE
POLICIES & PROCEDURES MANUAL
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DIRECTORS ADMINISTRATIVE PROCEDURES

A. BOARD OF DIRECTORS

Functions

The Board of Directors (herein “Board”) is the policy-forming branch of the Chamber. It authorizes the organization’s program of work, approves its budgets, receives and passes on committee recommendations and directs the general operations of the Chamber.

The Board is responsible for mobilizing the resources of the community to achieve Chamber objectives. It is the function of the Board to see that the talents and energies of the members are enlisted in Chamber committees and program objectives are assigned to committees and that the responsibility and authority of committees is clearly defined.

Each member of the Board, if he/she is to serve the Chamber effectively, must take an active interest in the organization of committees, as well as in the operations of committees.

The Chamber Director represents all segments of the Chamber’s membership. Regardless of his/her affiliations with other organizations, the type of business in which he/she is engaged or the section of the city from which he/she comes, the Director shares the responsibility for building the Chamber’s efforts to advance the welfare of the entire community.

The Board determines, directs and acts on behalf of the entire membership and the organization. The Board determines policy based upon established procedures, its own studies, and recommendations of its committees in general and specific recommendations of its professional staff.

Meetings of the Board

The Board shall meet once each month, although the President may also call special meetings. In those instances when guests who are not members of the Board are in attendance at a regular meeting, the Board will first consider that item of business so that the guest can be excused for the balance of the proceedings.

It is important that Directors arrive on time so that the meeting can start promptly.

B.
OFFICERS

Duties and Responsibilities

1. President: The duties of the President shall be as follows:

- a. Preside at all meetings of the Chamber and the Board
- b. Approve all committee Chairs and committees
- c. Sign all contracts and obligations of the corporation
- d. Serve as Chair for the Executive Committee
- e. Give direction and leadership to:
 - Constantly re-evaluating the needs of the membership and community
 - Developing a program of work and policies to meet these needs
 - Securing the necessary finances to maintain the operation and carry out the program
 - Motivating the other Officers, Directors and committee chairs to carry out their duties and responsibilities
 - Perform all other duties incident to the office
- f. Maintain a file to include the following:
 - Program of work - calendar of events
 - Budgets
 - Membership Directory
 - Project list (summary sheet)
 - Executive Director and Administrative Assistant's job description, compensation package, and evaluations
 - The President will be an ex-officio member of all committees. The President at the Annual Meeting of the Chamber and such other times as s/he may deem proper, commend to the membership or the Board of Directors such matters and make such suggestions as may tend to promote the prosperity and increase the usefulness of the Chamber.

2. First Vice President: The duties of the First Vice President shall be as follows:

- a. Preside at all meetings in the absence or disability of the President
- b. In the event of the disability or absence of both the President and the Vice-president, the 2nd c. Vice-president shall act
- c. Serve on the Executive Committee
- d. Assist the President in securing qualified committee personnel
- e. Be responsible for the board orientation program
- f. Serve as Chair for Nominating Committee for Board
- g. Serve as liaison on at least one (1) Committee
- h. Serve as Chair the Personnel and Policy Committee

3. **Second Vice President.** The duties of the 2nd Vice President shall be as follows:
 - a. Preside at all meetings in the absence of both the President and First Vice President
 - b. Serve on the Executive Committee
 - c. Assist the President in securing qualified committee personnel and serve on at least one (1) Committee
 - d. Serve as liaison for all day-to-day issues

4. **Secretary.** The duties of the Secretary shall be as follows:
 - a. Responsible for the preparation and distribution of the minutes of all regular and special board meeting
 - b. Serve on the Executive Committee
 - c. Assist the President in securing qualified committee personnel
 - d. Serve on at least one (1) Committee

5. **Treasurer.** The duties of the Treasurer shall be as follows:
 - a. Serve on the Executive Committee
 - b. Submit monthly, quarterly and annual financial reports on the financial conditions of the Chamber including:
 - (1) Cash flow reports
 - (2) Income statement reports
 - (3) Assure all corporate taxes and reports are filed and paid on time
 - c. Counsel the Board regarding investment of Chamber funds, accounting procedures, record keeping, etc.
 - d. Prepare annual budget, with support of the Executive Board and Staff;
 - e. Submit books for general audit
 - f. Recommend to Executive Committee names of individuals to serve on committees

C.
DIRECTORS

Duties and Responsibilities of Board of Directors.

The duties of the members of the board shall be as follows:

- a. Attend all board meetings and play an active role
- b. Serve on at least one (1) committee and play an active role in a developing committee as a member
- c. Recommend to Executive Committee, names of individuals to serve on committees
- d. Attend community meetings whenever possible as liaison between Chamber and community; and report progress for presentation at monthly Board meetings.

III.

EXECUTIVE DIRECTOR

INDIAN RIVER RESORT AREA CHAMBER OF COMMERCE

The Executive Director is the chief executive and administrative officer of the Indian River Resort Area Chamber of Commerce (the “Chamber”).

The Executive Director reports and is responsible to the President of the Chamber Board of Directors.

MINIMUM QUALIFICATIONS

Post-secondary degree in Business Administration, Commerce or relevant discipline, or equivalent experience.

Proven experience with media relations, marketing, financial management, project management, fund raising, public speaking, office procedures, and applying communication technology.

Knowledge and understanding of the role of small businesses in the local economy.

Demonstrative diplomatic leader.

Thrive in a team environment

Preferred candidates will have a minimum of 2 years experience as an executive director working with a volunteer governance board.

Scope:

Through personal contacts with key community leaders, the Executive Director helps shape the community. The Executive Director will be expected to build strong partnerships with local elected leaders, other regional Chambers of Commerce, **Indian River Tourist Bureau**, and other organizations as appropriate. He/she is frequently called upon to relate Chamber activities to the activities of all other groups to improve the commercial, industrial and civic life of the community. The Executive Director represents the Chamber at meetings of local, state and national organizations. He/she must constantly strive to develop a better public understanding of the purpose and functions of the organization.

Functions:

1. **Strategic Planning**-Under the direction of a constantly evolving Board of Directors and an annually changing roster of officers, the Executive Director is responsible for maintaining continuity and consistency in programming. Based on proper research of community needs, the Executive Director must anticipate emerging and long-range problems and recommend Chamber and community programs to meet such problems.

Included in the planning process is the obligation to establish both short and long term strategic plans and the implementation of the provisions of the strategic plans.

2. **Income and Expenses**-With the assistance of the Executive Committee of the Board of Directors, the Executive Director is responsible for developing the Chamber annual budget and relating the budget to program goals. As approved by the Board, the Executive Director is responsible for all expenditures within the framework of the budget. He/she will oversee the preparation of monthly financial statements of income and expenses; monthly, quarterly and annual payroll and corporate liability payments and filings as well as monthly updates on membership count, non-renewals, and new members. He/she will ensure that financial records of the Chamber are audited annually. He/she will seek maximum staff efficiency in all financial procedures.
3. **Membership**-The Executive Director is responsible for solicitation of membership. The Executive Director is responsible for maintaining and increasing the membership at a level that will ensure necessary income for the operation of the programs. The Executive Director will visit with each Chamber member, at least once per year, in order to get input and feedback from members.
4. **Interface with Board of Directors**: The Executive Director must earn and maintain the respect and confidence of the Board, individually and collectively. The Executive Director is responsible for preparing an agenda, maintaining Board minutes and records, carrying out plans and programs of the Board in accordance with established policies, serving as representative of the Board for all contacts with the Chamber staff, initiating programs for consideration by the Board, and advising the Board on all matters under consideration.
5. **Staff**-The Executive Director is responsible for the employment of all staff personnel, the assignment of their duties, the supervision of their work, and the establishment within the framework of the approved budget of the terms of their employment. The Executive Director will develop and conduct continuing on-the-job training programs and will ensure participation in professional

conferences, seminars and institutes as are needed to develop and maintain operations at peak efficiency. The Executive Director will evaluate staff on an annual basis, and this evaluation will be utilized for the basis of any salary increases. The Executive Director will be evaluated annually by the Executive/Personnel Committee.

6. Interpretation of Policy-The Executive Director will ensure that Chamber policy, as established by the Board, is properly recorded in minutes. He/she will assist the Board, committees, members and the staff in interpretation of policy in relation to any given question or program. He/she will assist the Board of Directors in the preparation of statements of Chamber position on public issues.
7. It is the responsibility of the Executive Director to motivate and inspire volunteers to creative and fruitful action. Committee chairpersons are expected to assign committee members the bulk of assignments to meet their goals. The Executive Director will determine which part of the committee workload may be assigned to the Chamber staff, as time allows.
8. Headquarters-As approved by the Board of Directors, the Executive Director is responsible for the location, design and maintenance of headquarters that will provide for an efficient operation and present an attractive "front door" for the use of Chamber members, the community and visitors.
9. The Executive Director will be responsible for nominating new members to the Board of Directors by contacting the membership for names of interested members interested in serving on the board. The Executive Director will also prepare a slate of possible officers for vote by the full board of directors. This should be completed by November for voting in December.

IV. **COMMITTEES**

A. **FUNCTION**

Specific interest areas have been divided into committee functions to better serve the Chamber purpose. These committees are comprised of Chamber members who have special knowledge and interest that will be useful in developing programs to insure a well-balanced chamber program. The Chair of each committee is responsible to the Executive Committee and to the Board to have an active program that assures controlled improvement in their primary area of interest. These programs will be made known to the general membership via the Chamber newsletter and special meetings.

The staff is normally the first contact by those who have a need, request, and suggestion or require understanding of the Chamber policy and activity. The Exec is a member of all committees and is in the best position to know where to go within the Chamber to get results.

B.
STANDING COMMITTEES

- 1. Chair:** The duties of the Chair of a committee shall be as follows:
 - a. Ensure Committee activity is included in the compiled committee reports presented monthly to the Board of Directors
 - b. Work within calendar of events.

- 2. Executive Committee:** The Executive Committee shall consist of the President, First Vice President, Second Vice President, Secretary and Treasurer. The Executive Committee shall act for the Board as necessary between Board meetings with its next session. The Executive Committee will administer and propose direction to the Board in such areas as: Chamber's overall program (short and long range), membership, personnel and bylaws. It is responsible for budget preparation and follow-up of expenses as compared to income in conjunction with the Chamber program. This committee recommends action plans to the Board to assure solvency and judicious use of funds.

- 3. Ambassadors Committee:** The Ambassadors Committee promotes and supports the businesses and civic communities in the Indian River area and nurtures positive business and community growth. Ambassadors serve as the official membership and public relations arm of the Chamber.

- 4. Events Committee:** The Events Committee plans and implements Chamber business and community events throughout the year to attract tourists to the area, create revenue for the Chamber Office and to promote a sense of community in the region.

- 5. Marketing Committee:** The Marketing Committee guides the Chamber's marketing and promotion efforts to fulfill the Chamber's mission of effectively communicating with the region, community and potential visitors about the assets of Indian River.

INDIAN RIVER CHAMBER OF COMMERCE
Policies & Procedures Manual
Section VI - Personnel Policies

Introduction ---

We would like to take this opportunity to welcome you to the staff of the Indian River Chamber of Commerce and hope that your relationship with us is pleasant and beneficial to both you and the Chamber.

The Mission of the Indian River Chamber of Commerce is organized for the purpose of encouraging economic development, while promoting and preserving our natural resources; fostering integrity, good faith, and equitable principles in business.

This handbook is a guide to Chamber policies and is NOT a contract. The Indian River Chamber of Commerce reserves the right to change or modify any provisions or benefits at any time. Employment can be terminated at the will of either the employee or the Chamber with or without cause, and with a two (2) week notice. No representative of the Indian River Chamber of Commerce, other than the Executive Director with approval of the Executive Committee, has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the statements in this manual.

Anti-Harassment Policy ---

The Indian River Chamber of Commerce (the Chamber) is committed to maintaining a work environment that is free of discrimination. We will not tolerate harassment of the Chamber employees by anyone, including any supervisor, co-worker, member, or director of the Chamber.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, physical handicap, medical condition, disability, marital status, veteran status, citizenship status, or other protected group status. The Chamber will not tolerate harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile or offensive work environment.

All Chamber employees are responsible for assuring that harassment does not occur. If you feel that you have experienced or witnessed harassment within the company, you must immediately notify either a supervisor or one of the officers of the company. The Chamber forbids retaliation against anyone for reporting harassment, assisting in making a harassment complaint, or cooperating in the investigation of a harassment complaint.

The Chamber will investigate all harassment complaints thoroughly, promptly and, to the fullest extent possible, confidentially. If investigation confirms that harassment has occurred, the Chamber will take corrective action as appropriate, up to and including immediate termination of employment.

Hiring ---

In the process of hiring to fill staff positions, the Chamber will provide equal opportunity to all qualified persons without regard to race, color, age, sex, religion, national origin, marital status, height, weight, or any other protected group status.

Working Hours ---

The workweek begins on Sunday and ends on Saturday. Normal working hours are 8:30 a.m. until 4:30 p.m., Monday through Friday, except Memorial weekend through Labor Day weekend when the office will be open on Saturday's from 10:00 am to 2:00 pm.

All full time/salary employees who work eight (8) hour days are entitled to a fifteen (15) minute break in the morning and afternoon. Full time/salary employees may utilize the 30-minute paid lunch period OR the two (2) fifteen minute breaks. Lunch periods should be coordinated with other staff members to assure that the office is adequately staffed during lunchtime.

Time Records ---

Every hourly-paid employee will keep a daily record that must be approved by his or her supervisor.

Payday ---

Pay is received every two (2) weeks on the last Friday of the 2-week pay period.

Paid Holidays ---

Full Time/Salary Employees: There are 6 paid holidays per year on which the office will be closed. They are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Holiday pay for half days are: Christmas Eve Day, New Years Eve Day, Independence Day.

Vacation Time ---

Executive Director: One (1) weeks after a year of full-time employment, two (2) weeks after 2 years of full time employment. Vacation must be approved by the Executive Board.

Administrative Assistant: One (1) week after 1 year ~~6 months~~ of full time employment, two (2) weeks after three (3) years of full time employment. Vacation must be approved by the Executive Director.

Vacation schedules must be approved and coordinated by the Executive Director and either the President or First Vice President. No more than one (1) employee may take vacation at the same time.

Vacation time must be used within the calendar year in which it is provided. Any available Vacation time that is not used by the 31st of December will be forfeited. Unused Vacation time will be paid, as wages, upon termination of employment.

Leave Of Absence ---

Leave of Absence is defined as any time away from the job that is unpaid and that is approved by the Executive Board. A leave of absence will be subject to expiration of all vacation time and PDO's. Multiple Leaves of Absence may be allowed, but the total time on leave is limited to 6 unpaid weeks within any 12-month period. Holiday pay will not be paid during a Leave of Absence. The Group Health benefit will continue to be provided during an approved Leave of Absence if currently provided.

An employee returning from an approved Leave of Absence will have the same wages and benefits as when they last earned a paycheck.

This policy is intended to provide time off for medical or health reasons pertaining to the employee or their immediate family. The Chamber Board may from time to time consider other requests. All full time/salary employees with at least 12 months of service with the Chamber are eligible for a Leave of Absence.

Jury Duty ---

All full time/salary employees will be paid their base rate of pay for time served on jury duty during their regularly scheduled work time, up to a maximum of five (5) days per year.

Group Health Insurance ---

The Chamber may provide group health through Blue Cross/Blue Shield of Michigan. The Chamber as part of the complete compensation package pays the premiums for this health insurance plan. Details of this plan are as follows:

Executive Director: 100% of single rate

Administrative Assistant: 75% of single rate

Additional coverage may be purchased by the employee for spouse/children.

Eligible full-time/salary employees may opt-out of the group health plan only if there is health insurance coverage in force. Employees must submit written proof of insurance.

Op-Out insurance reimbursement is available at the rate of fifty percent (50%) of the compensation package. Disbursements will be paid monthly. Insurance premium rates will be determined and adjusted annually.

Worker's Compensation ---

Law requires this insurance plan. Benefits are provided for occupational illnesses, on-the-job injuries, job-related disabilities, accidental death and work-related medical conditions. The Chamber pays the premiums for this insurance.

Social Security ---

Social Security is a federal insurance plan required by law. It provides an income for retirement of disability and also provides certain other benefits such as Medicare.

Unemployment Insurance ---

The Chamber is required by law to provide this insurance. Premiums are paid as a percentage of payrolls. For further information contact the local office of the Michigan Employment Security Commission.

Outside Employment ---

Any full time/salary employee must have prior written approval of the Executive Committee before accepting outside employment. Any such employment must not have an adverse effect on their ability to perform their duties to the Chamber. Any such employment must not have the potential to conflict with the interests of the Chamber or its members.

Disclosure of Non-Public Information ---

Employees will, from time to time, be exposed to confidential information about things such as sales, employee data, customer lists, finances or other affairs of the Chamber or its members. All such information shall be kept strictly confidential and shall not be revealed to anyone, at anytime during or after employment, without the express written consent of the President of the Chamber.

In Case of an Accident ---

If you are injured, you should immediately seek first aid and report the accident to your supervisor.

Reviewed: 04/08/03

Revised: 10/06/10

Bma 03/03

VERIFICATION OF RECEIPT OF PERSONNEL POLICIES MANUAL

Revised October 06, 2010

I hereby verify that I have received a copy of the Indian River Chamber of Commerce Personnel and Policy Manual and that I have read it and understand all of the policies described therein.

Date

Signature

Print Name

VII.

OFFICE ADMINISTRATIVE POLICIES

1. Affiliation With Other Organizations. Chamber staff members should consult the president before accepting any offices or making any public statements that might have an adverse effect on the Chamber. The Chamber will pay membership dues in certain recognized businesses organizations, as provided for in the Chamber budget and approved in advance by the Board of Directors. The employee pays for all other organization dues.
2. Personal Conduct. Chamber staff should conduct themselves in an orderly manner in relations with the public and fellow workers. The Chamber is judged to a great extent by its personnel, therefore it is most important that employees maintain conduct above reproach at all times.
3. Confidential Matters. Since the Chamber is entrusted with many confidential matters, employees must keep such matters handled by the Chamber in the strictest of confidence.
4. Recommendations/Endorsements. Since many firms that are in competition with each other support the Chamber, it does not make recommendations or endorsements of product, services, companies, and the like. When Someone inquires about a product or service, give the names of all product or service. Do not give the names of non-members when members provide the product or service about which the inquiry is made.
5. Solicitors. The Chamber does not purchase program advertising or tickets for social events. Refer such solicitations to the Board of Directors.
6. Participation in Fund Raising Campaigns. The Chamber **generally** does not participate in fundraising campaigns except as may be approved by the Board of Directors
7. Budget Control. The Chamber operations are geared to anticipated annual receipts and expenditures. Estimates of income and expense for operation of the programs are made at the beginning of each fiscal year. From these estimates, an annual budget is prepared and ultimately adopted by the Board.
8. Use of Equipment. Chamber policy does not permit use of any Chamber equipment for personal reasons. Any exception requires advance permission.
9. Committee Management. Standing committees, as a matter of general practice, arrange for regular meetings at least once a month. The committee Chair calls for more meetings whenever necessary. The staff member responsible for the committee or committees will:
 - a. Confer with the Chair before meetings are scheduled to set up

- b. meeting dates, procedures and agendas;
 - c. Send out meeting notices to all members of the committee;
 - d. Reserve meeting facilities;
 - e. When the Chair requests, make certain members are called, either on the morning or afternoon before a meeting, to remind them of the time and place.
 - f. Offer advice and counsel when needed and/or requested;
 - g. Write reports on committee activity when committee action is warranted;
 - h. Handle publicity for committee activities; and
 - i. Submit committee resolutions for Board approval to the President before Board meetings.
11. Staff Meetings. All members of the staff will participate in a weekly staff meeting scheduled by the Exec. The purpose of these meetings is to permit staff members to recommend improvements, discuss problems, exchange ideas, make a brief report on current projects, and coordinate calendars.

VIII.

OFFICE OPERATIONS

1. Correspondence. The following guidelines should be followed with regard to correspondence:
 - a. Employees are expected to answer all inquiries or requests within two (2) working days. If they anticipate a delay in order to gather information, the employee should immediately acknowledge the request.
 - b. Neatness and accuracy are essential. Generally all correspondence will be maintained either electronically or hard copy - unless Exec. Director deems not necessary.
 - c. Whenever an employee writes a letter over the name of an officer or committee Chair, the employee should obtain prior permission unless the letter is standard or routine and sends a copy to the individual whose name is used. When sending a letter over another person's name, determine whether the addressee is known on a first-name basis.
2. Mail. Postage is the same as money and, therefore, a budget item and accountable.
 - a. First class mail should be used only when necessary.
3. Filing. Files should be maintained on all members & Chamber events projects, and recorded in a systematic matter so as to be easily returned.
4. Leaving the Office. When an employee is carrying out assigned duties outside

- the office, the employee must make certain that a member of the staff knows of the absence, the destination, and approximate time of return.
5. Neatness. Work areas should be neat & orderly at all times.
 6. Use of Telephones. The following guidelines should be followed with regard to use of the Chamber telephones:
 - a. When talking on the telephone, employees should remember that they represent the Chamber and its members;
 - b. Answer all calls promptly;
 - c. Employees should answer all calls with, "Indian River Chamber of Commerce and Tourist Bureau;"
 - d. Long distance calls add to the cost of doing business and should be kept to a minimum. Charge all personal long distance calls to your home phone.
 7. Purchasing Supplies and Equipment. The Administrative Assistant purchases all supplies and equipment with approval from the Exec. Whenever practical, these items are purchased from Chamber members.
 8. Reimbursement. The Chamber will reimburse the employee in full for all direct expenses relating to Chamber business. A receipt is required for any expense. The employee must complete an expense voucher listing in detail, by day, all expenses to be reimbursed and must attach receipts for air travel, car rental, and hotels to the voucher. Each receipt and voucher shall have two (2) signatures, for verification.
 - 9.. Request for Advance Funds. The President and other authorized officers of the Chamber must approve requests for advance funds. Employees must account for all expense advances within two (2) days after returning from a trip.
 10. Finances. Employees should direct all funds received by the Chamber, whether cash or check, immediately to the Exec.
 11. Payment of Invoices. The Chamber seeks to maintain its credit standing at the very highest level at all times. This is accomplished by prompt payment of bills. Staff members see that all bills, are delivered to the Exec.
 12. Meeting Minutes. Adequate minutes are required of Board and Executive Committee. Minutes should include the time, date, location, and names of persons present and absent. Minutes should be brief, yet accurately reflect all actions taken and should include approval of the minutes of the previous meeting.

Executive Committee and Board minutes are distributed to all members of the Board within one (1) week of the next month's Board meeting. Board minutes will be kept on file indefinitely.

~~13. Tourist Bureau. Executive Director shall act as a liaison between the Chamber and the Tourism Bureau~~

14. Suggestions. Constructive criticism and suggestions from employees are encouraged and welcomed. Staff members will make every effort to give recognition for suggestions and ideas that are implemented to better serve the membership and the staff.

10/06/10