

## **NAR COMMITTEE SERVICE STANDARDS**

### General Expectations of All Committee Chairmen:

1. I will deliver the service to NAR members for which this committee is responsible, meeting both the general and the specific expectations established by the NAR President for my Committee, with high standards of timeliness and quality, and with polite and responsive customer service.
2. I will conduct my Committee's operations in accordance with the policies of the NAR and the directives of the NAR President and Board of Trustees, and will seek guidance from my point of contact on the NAR Board when in doubt as to these policies and directives.
3. I will maintain full accountability and careful records for the funds allocated to me by the NAR or collected in connection with my Committee's operations, spending these funds only on NAR official business. If in doubt as to the propriety of an expense, I will consult with the NAR Treasurer before incurring it. I will not obligate the NAR to an unbudgeted financial liability of over \$100 except as specifically approved by the NAR President or Board of Trustees. I will report to the NAR Treasurer by February 1 of each year a full accounting for the income and expenses of my Committee.
4. I will provide a semiannual summary report of my Committee's activities and recommendations to the NAR President by the deadline that he establishes, generally 30 days prior to each regular semiannual meeting of the NAR Board of Trustees.
5. I will respond to phone calls, letters, or e-mails from the NAR President or my NAR Board point of contact within 7 days. I will advise them of those periods when I am traveling for a period of greater than two weeks and am unable to respond to mail or phone calls. If I have work or personal issues that make me unable to deliver the services of my Committee or respond promptly to NAR member customers, or if my Committee's workload exceeds its ability to sustain quality service, I will promptly advise the NAR President or my NAR Board point of contact.
6. I will maintain inventory records of my Committee's equipment, supplies, and any subscriptions or services purchased by NAR members from my Committee but not yet delivered. I will turn over these records, my Committee's supplies and equipment, and my financial records to my successor as Committee Chairman or to whomever the NAR President directs within 30 days of relinquishing my Chairmanship of this Committee.
7. I will promptly report to my NAR Board point of contact any conflicts of interest between my NAR volunteer position and duties and my employment or my personal relationships. I will not provide personal information on NAR members or information provided to me in confidence in connection with my NAR duties to anyone except those authorized by the NAR President to receive it.
8. I will supervise the performance of any assistants or subcommittee chairmen who report to me, and will ensure that they also meet the service expectations for my Committee.

## **SECTION ACTIVITIES**

**Current Committee Purpose:** To encourage and support the formation and sustainment of NAR sections and to encourage communications and the exchange of ideas among sections and between sections and the NAR Board of Trustees.

**NAR Bylaws Language:** Article 11, Section 8: The Section Activities Committee shall have as its duties the formation of new local Sections of the Association, the chartering and re-chartering of such Sections, the maintenance of communication between the Sections and the Board of Trustees.

### **Specific Expectations:**

1. I will keep the contents of the NAR Section Manual up to date and accurate, and will maintain an on-hand inventory of copies and distribute it to each newly-chartered section within 30 days of receiving their charter request. I will distribute a set of changes and updates to the Manual to all chartered sections at least once every two years.
2. I will provide an updated roster of NAR sections to the NAR webmaster and to the editors of the Model Rocketeer and Sport Rocketry at least once every three months.
3. Whenever my Committee is responsible for producing section charter certificates, I will such certificates for each new or renewing section and mail it to the section's designated point of contact within 14 days of receiving their charter form from NAR Headquarters.
4. I will maintain an up-to-date e-mail list of points of contact in all sections for use in rapid distribution of urgent NAR news and official communications, and will maintain and moderate a listserver for facilitating communications among NAR section points of contact.
5. I will maintain regular communication with all sections in the most effective manner that I can find (newsletter, e-mail, or other media) and will provide the NAR Board of Trustees in my semi-annual report with feedback from the sections on ways to improve NAR services and on ways to encourage the formation and sustainment of NAR sections.
6. I will ensure that either myself or one of my regional assistants makes telephone contact with the President or Senior Advisor of any newly-chartering section within 30 days of receiving their charter application, and of any section failing to renew their charter within 90 days after the date of expiration of their charter.
7. I will establish the selection criteria for the NAR Section of the Year award, will call for and collect inputs and nominations for this award, and will ensure that the award is fairly judged and results are provided to the NAR President by July 10 each year.