



Procedures and Personnel Policy Manual

East Parker County Chamber of
Commerce

June 23, 2010

INTRODUCTION

Welcome to the staff of the **East Parker County Chamber of Commerce (EPCCC)**. This manual will introduce you to policies and procedures and provide a broader understanding of the **East Parker County Chamber's** role in our community. We know you will share our pride in it.

At the Chamber, many ideas are born and programs initiated for the betterment of our cities and area. As an employee of the **East Parker County Chamber of Commerce**, you are a part of this work. The successful accomplishment of our programs rests, in large measure, on how well we do our jobs. Please study this handbook now, but from time to time refresh your memory on certain procedures and practices of the organization.

TABLE OF CONTENTS

THE ORGANIZATION.....	5
About the Chamber of Commerce	5
Objectives of the Chamber.....	6
Organizational Overview.....	6
Operating Income and Member Investment..	6
PERSONNEL POLICIES.....	7
Equal Employment Opportunity.....	7
Disabilities.....	7
Hiring.....	8
Employment at Will.....	8
Reference / Background Checks.....	8
Introductory Employment Period.....	8
Annual Performance Reviews.....	8
Employment Records.....	9
Hours of Work.....	9
Overtime.....	9
Sick Leave.....	9
Forced Absences & Personal Leave.....	10
Family & Medical Leave of Absence.....	10
Military Leave.....	11
Absence without Pay.....	11
Limitations on Leave.....	11
Safety & Accidents.....	11
Lunch Periods.....	12
Breaks.....	12
Salary Policy.....	12
Pay Periods.....	12
Compensatory Time Off	12
Salary Deductions.....	12
Resignation/Discharge.....	13
Resignation Notice/Exit Interview.....	13
EMPLOYEE BENEFITS.....	14
Vacations.....	14
Vacation Eligibility.....	14
Paid Holidays.....	14
OFFICE PROCEDURES.....	15
Correspondence.....	15
Mail.....	15
Filing.....	15
Leaving the Office.....	15
Reading.....	15

Noise.....	15
Neatness of Work Areas.....	15
Use of Telephones.....	16
Purchasing of Supplies and Equipment.....	16
Reimbursement of Funds.....	16
Petty Cash.....	16
Handling Funds.....	16
Paying Invoices.....	16
Meeting Minutes.....	16
Cooperation of Employees.....	17
Suggestions.....	17
Employee Complaints/Grievances.....	17
ADMINISTRATIVE POLICIES.....	18
Affiliation with Other Organizations.....	18
Political Affiliations/Participation.....	18
Personal Conduct.....	18
Harassment.....	19
Individuals and Conduct Covered.....	19
Procedure for Reporting an Incident	20
The Investigation.....	20
Responsive Action.....	20
Confidential Matters.....	20
Gifts or Favors.....	21
Bartering Negotiations.....	21
Recommendations/Endorsements.....	21
Outside Activities/Employment.....	21
Solicitors.....	21
Fundraising or Political Campaigns.....	21
Budget Control.....	22
Bids for Service.....	22
Publicity.....	22
Use of Equipment.....	22
Committee Management.....	22
Staff Meetings.....	23
Contact with the Public.....	23
Use of Offices by Other Organizations.....	23
INFORMATION SYSTEM USE AND SECURITY..	24
Passwords, Information Systems, Email.....	24
JOB DESCRIPTIONS.....	26-30
Acknowledgment	31

THE ORGANIZATION

ABOUT THE CHAMBER OF COMMERCE

The East Parker County Chamber of Commerce is a voluntary organization of business and professional men and women who have joined together for the purpose of promoting the civic, commercial and industrial progress of our community.

EAST PARKER COUNTY CHAMBER MISSION STATEMENT:

To promote commerce, community and economic vitality of East Parker County.

EAST PARKER COUNTY CHAMBER VISION STATEMENT:

The East Parker County Chamber of Commerce exists to promote a healthy business climate and to encourage preservation of cultural identity through positive relations among business, government, residents and visitors of East Parker County.

As our Mission and Vision statements state, the East Parker County Chamber has a major impact on our area's business, income, and future growth. The region's economic well-being is related directly to the caliber of work that is done by the Chamber.

The primary functions of a Chamber of Commerce are:

- It acts as a spokesperson for the business and professional community and translates into action the consensus of its members, and
- It renders specific services of a type that can be most effectively offered by a community organization both to its members and to the community as a whole.

OBJECTIVES OF THE CHAMBER

- Promote a better understanding of the nation's private enterprise system.
- Coordinate the efforts of commerce, industry and the professions in enhancing, maintaining and strengthening a sound and healthy business climate in the East Parker County area.
- Sponsor proactive programs of work and stimulate activities that encourage full development and employment of our human and economic resources.
- Provide creative business leadership and effective coordination of all interested parties in solving community problems and in initiating constructive community action.
- Create broad understanding and appreciation of the great opportunities in the East Parker County area, and promote the advantages and assets of our community within the area, in the state and around the world.

ORGANIZATION OVERVIEW

All operational procedures and roles shall be performed according to Articles V, VI, VII and VIII of the East Parker County Chamber of Commerce By-Laws adopted January 29, 1997 and amended on August 26, 2009.

A brief outline of the organizational structure:

Board of Directors – The Board of Directors is the policy making body of the East Parker County Chamber of Commerce. Board members represent the business and professional leadership of the community. The board consists of eleven members, with the past chair remaining as a non-voting member unless his or her two-year term is still in effect. Each board member is elected to a two year term, with a three consecutive term maximum until a one year absence is required before re-election. The Chairman of the Board presides over all meetings of the Board. In the absence of the Board Chairman, the Chair-Elect will preside over the meetings of the Board and handle all duties of the Chairman of the Board.

Executive Committee – The Executive Committee consists of the Chairman, Chair-Elect, Past Chairman, Secretary and Treasurer. It exercises the power of the Board between Board meetings, including actions pertaining to personnel, community, and membership issues. The Executive Committee holds all the power of the Board of Directors between board meetings and may allocate funds or enter into agreements for any expenditure not to exceed \$3,000, and reports any and all actions taken at the next regular meeting of the Board of Directors.

Employees – The Employees of the East Parker County Chamber of Commerce (“Employees” or “Staff”) include, but are not limited to: President, Executive Secretary and Executive Assistant. Employees handle the day-to-day operations of the Chamber, assists the membership, and support events and committees. The Chamber Staff reports to the President, who reports to the Board of Directors and is responsible for the daily operations of the Chamber. The President manages the Chamber office and staff per the Chamber bylaws and works alongside the Board of Directors to ensure that the mission, vision and goals of the East Parker County Chamber are met.

The specific job descriptions outlined in this personnel manual on pages 26-30 define performance, evaluation and expectations for each employee. All final decisions regarding these roles and performance standards are a function of the Executive Committee or Personnel Committee.

Committees – A committee system is an effective means of harnessing energies and abilities of volunteer workers. Committees fulfill elements of the Chamber’s work as defined by the bylaws and directed by the Board of Directors. Committee Chairmen lead the Chamber’s standing committees, and serve as Board Members. The scope, function and purpose of each committee are outlined in the By-Laws of the East Parker County Chamber of Commerce.

OPERATING INCOME & MEMBER INVESTMENT

The East Parker County Chamber of Commerce derives most of its operating income from the investment, or membership dues, of its members. Such support from the business and professional community underwrites the Chamber’s programs, which are vital to community growth and development. A member’s financial investment varies from \$100 or more per year, according to the Investment Schedule.

PERSONNEL POLICIES

Equal Employment Opportunity

The Chamber is an equal opportunity employer and complies with all applicable discrimination laws. We will recruit, hire, train, and promote all persons without regard to race, creed, color, gender, pregnancy, religion, national origin, disability or history of disability (*except where physical or mental abilities are a bona fide occupational requirement and the individual is not able to perform the essential functions of the position even with reasonable accommodations*) or any other legally protected characteristic. We will base all decisions on employment so as to further the principle of equal employment opportunity. We will ensure that promotion decisions are in accordance with the principle of equal employment opportunity, by imposing only valid requirements for promotional opportunities. We further state that all personnel actions such as compensation, benefits, transfers, layoffs, returns from layoffs, Chamber provided training and education, and Chamber sponsored social programs will be administered without regard to race, creed, color, religion, gender, pregnancy, national origin, disability, or other legally protected characteristic.

Disabilities

The Chamber is committed to complying with all applicable provisions of the Americans with Disabilities Act Amendments Act ("ADAAA"). It is the Chamber's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the Chamber will provide to any qualified individual with a disability covered under the ADAAA with reasonable accommodations, as defined by the ADAAA, who has made the Chamber aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Chamber. Only persons covered under ADAAA are eligible for such potential accommodation.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the President. The Chamber encourages individuals with disabilities to come forward and request reasonable accommodation. The feasibility of requested accommodations will need to be evaluated and will be considered based on various factors, including, but not limited to the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, the Chamber's overall financial resources and organization, and the accommodation's impact on the operation of the Chamber, including its impact on the ability of other employees to perform their duties and on the Chamber's ability to conduct business.

Hiring

The President has the sole responsibility for hiring staff personnel required to conduct the business of the Chamber. All full-time employees shall be interviewed by the President and then recommended to the Board of Directors prior to hiring.

Employment at Will

The handbook does not alter the "at-will" relationship between the Chamber and employees. Unless expressly prescribed by statute or written contract, all Chamber employees are at will, which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to quit at any time. Any employment relationship other than at will must be set out in writing and approved by the Chamber Board of Directors.

Reference/Background Checks

The Chamber conducts reference checks on all new employees. Employees who have falsified information on their employment applications will be disciplined, which could include termination. Applicants who have provided false information may be eliminated from further consideration for employment.

All reference requests for current or former employees are referred to the President. The Chamber will provide the following information in response to external requests on former employees:

- 1) Dates of employment
- 2) Position Title
- 3) Eligibility for rehire

Introductory Employment Period

Newly hired employees are subject to a 90-day introductory period, during which the new staff member may evaluate his or her interest in the position and the Chamber may evaluate the ability of the new employee to fulfill the demands and meet the performance standards of the position. At the end of the probationary period, the President and/or Executive Committee shall, evaluate in writing the employee's attitude, ability and capacity to determine whether the employee's employment status shall be considered permanent.

Annual Performance Reviews

Each year an evaluation of each employee's work will be conducted. The review will typically be conducted on the anniversary of the employee's original hire date. Factors to be considered include: knowledge of work, quality and quantity of work, co-worker cooperation, member relations, business development, appearance, attendance, initiative and dependability.

The objectives of the performance review are to assist in the personal and professional growth and development of the employee, as well as to determine eligibility for salary increases and promotions. Appraisals are retained as a permanent part of the employee's personnel file. Salaries are reviewed annually and will become effective the first of the month following the approval. The

Chamber does not guarantee salary increases as they are based on individual job performance and the overall profitability of the Chamber. Annual bonuses are also taken into consideration at the end of each fiscal and calendar year-end.

Employment Records

Correct and accurate employment records are important. Information concerning address, phone number, person to contact in case of accident and change in name, marital status or number of dependents must be kept up-to-date at all times. These records are to be maintained by and are the responsibility of the President. These records are kept in a file and are considered to be Chamber property. If an employee wishes to review their file, they should contact the President or the Executive Committee for assistance. The Chamber collects only personal information about employees that relates to their employment. Only people with a business-related need to know are given access to this information, and the President must authorize any release of the information to others. Personal information, other than that required to verify employment or to satisfy legitimate investigatory or legal requirements, will be released outside the Chamber only with employee written approval.

If you have access to any confidential information, including private employee information, you are responsible for acting with integrity. Unauthorized disclosure or inappropriate use of confidential information will not be tolerated.

Hours of Work

Regular office hours are from 9 a.m. to 5 p.m., Monday through Friday, with one hour off for lunch between the hours of 11 a.m. and 2 p.m. All employees are expected to begin work promptly at 9 a.m. and not to “rush the clock” at closing time. 5 p.m. is the time to cease work-not leave the office. Part-time employees are scheduled as they are needed by their direct supervisor or President.

Overtime Pay

The Chamber strongly discourages overtime work, but sometimes there might be circumstances that would require overtime work. When overtime is necessary for hourly employees, it must be scheduled and approved in advance by the President. Hours actually worked in excess of 40 hours per week will be compensated at time and a half. Holidays are the only benefit days that are considered as time worked for purposes of computing overtime.

Sick Leave

All Chamber employees will accrue one day of sick leave per month based on the number of hours scheduled to work per day, with a maximum of eight (8) days. Employees accrue one hour of sick leave on the first day of the month following their original date of employment, but will not be paid for such days until they have successfully completed their introductory period. Sick leave accrues during the course of the year and only two (2) days per year can carry over. Unused sick leave is not a vested benefit and is not payable upon an employee’s resignation or discharge.

Employees who are unable to report to work due to illness or injury should notify the President, or in the case of the President's absence, the Chairman of the Board, before the scheduled start of their workday. The President must also be contacted on each additional day of absence. Sick leave benefits are intended solely to provide income protection in the event of illness or injury and may not be used for any other reason. Abuse of this policy may result in disciplinary action up to and including discharge.

Forced Absence

Full-time employees, including the President, are eligible for certain paid short-term absences as set forth below. Paid short-term absences for other compelling reasons may be granted with the prior approval of the President, Executive Committee, or Chairman of the Board.

1. Funeral Leave - Employees are entitled to take three (3) days of paid leave in the event of a death of an immediate family member, such as one's mother, father, sister, brother, grandmother, grandfather, and the same relatives by marriage. Five (5) days of paid leave are available in the event of the death of an employee's spouse or child.

Sometimes additional time might be required, and each employee will be given individual consideration regarding a reasonable amount of time off. This additional unpaid leave must be approved. Additional days taken are charged against the employee's accrued sick leave. If the employee has not accrued sufficient sick leave to cover the absence, the additional days are without pay.

2. Jury Duty - The Chamber encourages its employees to perform the civic duty of jury service when called for jury duty. Employees are paid their regular wages for time required for jury duty. However, an employee on jury duty is expected to report to work on any day he or she is excused from jury duty during the trial.

Employees are to notify the President or Executive Committee immediately upon receipt of a jury summons. A certificate of jury service indicating the number of days served will be required upon the employee's return to work.

3. Authorized School/Seminar - If an employee attends a school or seminar only at the request of approval of the Board of Directors, time with pay will be allowed. The Chamber Board of Directors must approve all schools and seminars.

Family and Medical Leaves of Absence

The East Parker County Chamber does not have the minimum number of employees (50) required for coverage under the Family and Medical Leave Act, and this policy does not apply to this office.

Military Leave

Regardless of length of service, a regular employee is eligible for leave to attend training programs required as part of his or her participation in any reserve component of the Armed Forces of the United States or National Guard. After one year's service, the employee will be compensated for the difference between his or her military and regular base pay. It is the responsibility of the employee desiring a military leave to make a formal request for this leave in writing both to the President and the Chamber Board of Directors. This should be done no later than one month before the leave is to be taken or as soon as the employee is notified. The military leave is in addition to eligible vacation time, but vacation time should not immediately precede or follow military duty.

If the unit is activated or the employee is drafted, a leave of absence without pay will be granted. Upon return to work, the employee shall be entitled to receive re-employment rights and other benefits as required by law, provided the employee makes application for re-employment within the maximum time permitted by law and provided the employee is still qualified to perform the duties of his/her former position or comparable position.

Absence without Pay

On occasion, it is unavoidable for an employee to be away from the job. Employees with no accrued sick or annual leave may be granted reasonable leave without pay upon approval of the President.

Limitations on Leave

The Chamber reserves the right to discharge any employee who fails to return from an approved leave as scheduled. Such employees may be considered for re-employment provided they satisfy the qualifications of the vacant job. Employees who have exhausted all leave entitlements may apply to the President and Executive Committee for an extended unpaid leave of absence. Such leave requests are considered on a case-by-case basis, and are granted only in unusual circumstances. In all cases, an employee who has not returned or is not able to return from leave within twelve (12) months will be discharged.

Safety and Accidents

It is the policy of the Chamber to provide a safe and healthful work environment for all employees. All employees are expected to comply with all safety and health requirements whether established by the Board of Directors or by federal, state or local law. If you note any health hazards within the normal operation of work, or if you have any suggestions for improving the safety of your work area, please notify the President or Executive Committee immediately.

Should an employee be injured during the performance of his or her duties, it should be reported immediately to the President or Executive Committee. In the event of a serious injury, the employee should not hesitate to summon appropriate emergency medical personnel, and then notify the President or Executive Committee. An injury report must be completed by the President and forwarded to the Executive Committee IMMEDIATELY.

Lunch Periods

One hour is allowed for lunch, between the hours of 11:00 and 2:00 p.m. Lunch hours should be coordinated so as to have the office adequately covered at all times.

Breaks

A fifteen-minute break in the morning and afternoon is provided. Determination of when the break is taken is left up to the individual, with due consideration being given to the urgency of office work.

Salary Policy

Salaries are based on job content and responsibility, including but not limited to the employee's experience and tenure, and are comparable to the market rate for similar positions to insure that the Chamber can attract and keep capable employees. Each employee's salary and discretionary bonus are evaluated on an annual basis (see Performance Reviews). Salary and wage rates are confidential and should not be discussed with anyone other than the President or Board of Directors.

Pay Period

Employees are paid on the 15th and last working day of the month. When a payday falls on a weekend or holiday, checks will be distributed on the prior business day. Pay periods are the 1st-15th, and the 16th through the end of the month. Overtime pay and docked days are paid one pay period later than the time period in which they are recorded.

Compensatory Time off

If required by Chamber activities to work on weekends or holidays, exempt employees may receive a like number of hours of compensatory time off. Such accumulated time may be added to paid vacation leave and it must be approved in advance by the President or Executive Committee. This policy only applies to non-exempt personnel.

Salary Deductions

By law, the East Parker County Chamber of Commerce makes the following deductions from the salary and wages of employees:

- A. *Federal Income Tax* - The amount of this deduction for Federal taxes is dependent upon the amount of the salary, the number of exemptions claimed and any special instruction the employee may give authorizing amounts to be withheld.
- B. *Social Security* - This is provided for all employees under the Federal Insurance Contribution Act. The law requires this deduction subject to change by action of Congress. An equal amount is paid by the Chamber to help provide this protection.
- C. *State (and/or City) Income Tax* - This tax follows the Federal withholding provisions.

Resignation/Discharge

Unless expressly proscribed by statute or contract, employment with the Chamber is on an "at will" basis and may be terminated with or without cause or notice. Similarly, employees are free to resign their employment at any time. If at any time it is necessary for an employee to resign his or her employment with the Chamber, The Chamber requests at least two weeks written notice. These two weeks give us the chance to conduct an exit interview, prepare your final check, and seek a replacement.

Employees discharged by the Chamber will be expected to immediately vacate the Chamber office for security reasons.

EMPLOYEE BENEFITS

Vacations

The Chamber provides paid vacation time for all employees. It must be taken during the calendar year in which it was earned. Employees cannot carry unused vacation forward to the next year and it will not be paid for.

Vacation Eligibility Schedule

Full-time employees hired between January and May will be allowed to take five days of paid vacation after six months of employment. These days must be taken before December 31 of the first year. Thereafter, they will also be allowed to take 10 days of vacation each year. On their fifth year, they will be allowed to take 15 days of paid vacation. After seven years of employment with the Chamber, full-time employees will be allowed to take 20 days of paid vacation. Part-time employees who transfer to full-time will follow the same schedule described above. Their hire date will be used to determine vacation accrued.

Part-time employees will be allowed to take five days of paid vacation after one year of employment based on the number of hours they are authorized to work a week. After two years of employment, they will be allowed to take 10 days of paid vacation, and after seven years of employment, they will be allowed to take 15 days of paid vacation.

Should a holiday, which is observed by the Chamber, occur during an employee's vacation, it is not charged against that employee's vacation time.

Vacation scheduling must be approved by the President or Executive Committee to ensure adequate staffing at all times. Employees with greater seniority will receive preference in scheduling their vacation time. Accrued unused vacation time may not be paid if an employee fails to provide two weeks' notice of resignation or if an employee is discharged due to misconduct.

Paid Holidays

The holidays regularly observed by the East Parker County Chamber of Commerce are:

(If a paid holiday falls on a Saturday, the holiday will be observed on Friday, if the paid holiday falls on a Sunday, the holiday will be observed on Monday)

- New Year's Day
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day
- One half day on Christmas/New Year's Eve

OFFICE PROCEDURES

Correspondence

All inquiries or requests should be answered or acknowledged within two working days. A delay in reply is permitted only when required to gather information. Neatness and accuracy are essential. No letter should leave the office unless a duplicate is on file. When a letter is sent to several persons, retain only one copy with a list of persons receiving the letter.

Whenever a letter is written under the name of an officer or committee head, a copy should be sent to the person whose name is used. Prior permission must be obtained unless the letter is standard or routine. When sending a letter under another's name, determine whether the addressee is known on a first name basis. It is easy to overlook enclosing material, so always double check mail to avoid this common error.

Mail

First class mail should be used only when necessary. All outgoing mail must be zip coded and banded "local" or "out of town" except "bulk rate" mailings which are bundled by zip code. Postage is the same as money and therefore a budget item and accountable to the Board of Directors.

Filing

A timely and systematic set of files will be maintained. All filing should be in accordance with this standard procedure in order to make records readily available.

Leaving the Office

When a staff member is carrying out assigned duties outside the office, he or she must inform other members of the staff of his or her destination and approximate time of return.

Reading

Newspaper and magazine reading during office hours is acceptable when it appraises the Chamber of local news.

Noise

To provide a workplace conducive to accurate work and efficiency, please avoid unnecessary noise or loud talking.

Neatness of Work Areas

It is the policy of the Chamber that work areas shall be maintained in a neat, orderly, and businesslike manner. Coats, boots and umbrellas should be placed in designated areas for such articles and not left at workstations. At the end of the workday, files should be replaced, and a general 'cleanup' of your work area should be accomplished before leaving the Chamber.

Use of Telephones

In answering the telephone, each employee should bear in mind that he or she can make a friend for the Chamber or lose one every time a call is made. It is necessary that every courtesy be shown to the person at the other end.

All telephone calls should be answered promptly. Employees should be professional, courteous and efficient. When the caller concludes the conversation, be sure he or she is left with a good impression of the Chamber.

Purchasing of Supplies and Equipment

The purchasing of all supplies and equipment will be made by the Executive Secretary or President. Whenever possible, these items will be purchased from Chamber members. No purchase will be made, for any purpose at all, which is not authorized in the budget unless prior approval is obtained from the Executive Committee or Board of Directors.

Reimbursement of Funds

All travel for the Chamber must be approved in advance by the President or Executive Committee at least a week in advance of the trip. All expense advances must be accounted for within 3 business days after return from a trip.

Petty Cash

Minor out-of-pocket expenses such as taxi fare and business luncheons will be reimbursed by the Chamber. To receive payment, fill out a Petty Cash Voucher and have it approved by the President.

Handling Finances

All funds received by the Chamber, whether cash or check, will be directed immediately to the Executive Secretary and deposited the same business day. If this is not possible, the funds shall be held in a secure place and deposited immediately the following business day.

Paying invoices

The East Parker County Chamber of Commerce must maintain a stellar credit standing. This demands the prompt paying of all bills. Staff members should see that all bills, properly approved by the President, are delivered promptly to the post office.

Meeting Minutes

It is required that accurate and complete minutes must be kept of all official meetings of the Chamber's committees, subcommittees, task forces, Board of Directors Meetings and Executive Committee Meetings.

Minutes should record date, place of meeting, and the names of those present and absent. Minutes should be brief, but must detail the subject matter discussed, and pertinent disposition was made of it. In each case, action taken must be clearly shown. These minutes should be ready and

available for viewing should anyone on the Executive Committee or Board of Directors choose to view them. Minutes are distributed to all committee members. All meeting minutes are to be transcribed within seven (7) days of the meeting and sent to the President for review. All Board of Directors meeting minutes shall be forwarded within seven (7) days to the Board of Directors for review. Board of Directors that are absent from a meeting can pick up their packets at the Chamber office.

Cooperation of Employees

The Chamber should exemplify teamwork. A high degree of teamwork is necessary at the staff level. Employees having a slack period are expected to offer their assistance to others when needed. In turn, any employee confronted with an emergency assignment can expect cooperation from all other employees.

Suggestions

Each employee is encouraged to make suggestions that increase the efficiency of the Chamber as well as provide benefits to the membership. Suggestions must be in writing, signed, dated and forwarded to the President. The President will then present each suggestion to the Executive Committee, who will then decide what is presented to the Board of Directors for approval and adoption. All written suggestions will receive a response.

Employee Complaints / Grievance

Employees are encouraged to bring complaints about job-related situations to the attention of the President or Executive Committee. Employee complaints will be handled in the manner set out below, although a step may be eliminated if circumstances warrant.

If an employee believes that he or she has a legitimate work-related complaint, the employee should submit the complaint to the President in writing. The employee and President are encouraged to attempt to resolve the issue through discussion, if possible. The President should then provide a written response to the employee's complaint, setting out any actions that will be taken to resolve the complaint.

If the complaint cannot be resolved between the employee and the President, or if the President's response is not satisfactory to the employee, the employee may make a written complaint to the Executive Committee. The Executive Committee shall investigate the complaint. The Executive Committee shall decide how to resolve the complaint.

If the employee is not satisfied with the resolution of the complaint by the Executive Committee, the employee may make a written request to the Chamber Board of Directors. The Board will consider the complaint, and then decide if the complaint was resolved appropriately. The Board will provide a written response to the employee's appeal. The decision of the Board is final.

ADMINISTRATIVE POLICIES

Affiliation with Other Organizations

There is no obligation to an employee being a member of any organization which is not in direct conflict with the aims, purposes and objectives of the East Parker County Chamber of Commerce. However, an employee should consult with the Executive Committee before accepting an office or other prominent place in such organization. No public statements should be made which are in conflict with Chamber policy. (Even when acting purely as an individual, the public statements and opinions of any Chamber employee can be and are apt to be interpreted as official Chamber of Commerce policy.)

The Chamber will pay membership dues in certain recognized business organizations as permitted by the Chamber budget and approved in advance by the Board of Directors. All other organization dues are paid for by the employee.

Political Affiliations/Participation

While Chamber staff members are encouraged to be active politically in the party of their choice, no staff member may be a candidate for any political office while employed by the Chamber.

Personal Conduct

Conduct that brings discredit on the Chamber, interferes with operations, or is offensive to membership; public or fellow employees will not be tolerated. The following behavior is prohibited and will subject the individual involved to disciplinary action up to and including discharge:

1. Theft or inappropriate removal or possession of Chamber property
2. Working under the influence of alcohol or illegal drugs. When representing the Chamber at "after hour" or community functions, Chamber employees must keep alcohol consumption to a two drink maximum.
3. Possession, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer owned vehicles or equipment
4. Fighting or threatening behavior in the workplace
5. Boisterous or disruptive behavior in the workplace
6. Insubordination or other disrespectful behavior
7. Violation of safety or health rules
8. Sexual or other unlawful or unwelcome harassment
9. Possession of dangerous or unauthorized materials, such as firearms, in the workplace
10. Excessive absenteeism or any absence without notice
11. Falsification or timekeeping or reimbursement records
12. Disclosure of confidential information
13. Conduct damaging the reputation and/or best interests of the Chamber
14. Unsatisfactory work performance
15. Violation of employee policies including decisions or actions that require Board or Executive Committee approval.

16. This includes any comments on any social networking site that would reflect poorly on the Chamber.

This list is illustrative of the type of behavior that will not be permitted and is not intended to be all-inclusive. Any questions in connection with this portion of the policy should be directed to the Executive Committee.

Theft or embezzlement of any money or property entrusted to the custody or care of the Chamber or falsification of Chamber records is a federal crime. Any employee engaging in such activities will be discharged immediately and will be prosecuted to the full extent of the law.

Harassment

The East Parker Count Chamber is committed to maintaining a working environment for its employees that is free from sexual or other unlawful harassment. The Chamber considers all allegations of harassment to be serious matters. All reported incidents of harassment will be handled in accordance with this policy.

Sexual Harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions.
3. Such conduct has the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Examples of prohibited conduct include unwelcome sexual advances or requests for sexual favors; sexual jokes and innuendo, verbal abuse of a sexual nature; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects, pictures, or graphic material (including through email); any other unwelcome physical, verbal, or visual conduct of a sexual nature.

Other unlawful harassment is harassment based on race, color, national origin, color, religion, age, disability, veteran status, or any other legally protected class.

Individuals and Conduct Covered

This policy applies to all individuals in the workplace or outside the workplace on Chamber business. Its effect is to prohibit unlawful harassment, discrimination, and retaliation, whether engaged by a supervisor, manager, or someone not directly connected to the Chamber such as a vendor, member of the public or potential member.

Conduct prohibited by these policies is unacceptable in the workplace and in any work related setting outside of the workplace, such as Chamber-related after hour events, fundraisers, business meetings and training conferences.

Procedure for Reporting an Incident of Harassment

Individuals who believe they have experienced conduct contrary to the Chamber's policy or who have concerns about such matters should notify the President of the Chamber or the Chairman of the Board in cases involving the President.

Any reports of harassment received by the President should immediately be reported to the Executive Committee. Each complaint will be investigated in as confidential a manner as possible, and appropriate disciplinary action will be imposed upon individuals found to have engaged in prohibited conduct.

Early reporting and intervention have proven to be the most effective methods of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, the Chamber strongly urges the prompt reporting of complaints so that rapid and constructive action can be taken. The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be stopped.

The Investigation

Any reported allegations of harassment will be investigated promptly. The investigation may include individual interviews with the parties involved, and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigation process to the extent consistent with adequate investigation and appropriate corrective action. Each person interviewed will be reminded of his or her duty to provide information and will be advised that the interview is confidential and should not be discussed with others.

Responsive Action

If the investigation supports the complainant's allegation, appropriate action, up to and including discharge, will be taken. The goal of any disciplinary action taken is to stop the harassment and avoid its repetition. The discipline may vary depending on the severity of the harassment, the alleged harasser's employment history, and any prior complaints of similar harassment. Appropriate disciplinary measures may include suspension, sensitivity training, demotion or discharge.

Confidential Matters

The affairs of the Chamber or its Membership should never be discussed in public, nor should a staff member discuss Chamber business with or reveal any confidential information to anyone not in the employ of the Chamber. Further, confidential information should never be discussed within the Chamber except when required for the normal course of Chamber business. The greatest care should

be exercised at all times while in the public. Persons overhearing a conversation, which might be completely innocent, could form an impression of indiscretion which could reflect unfavorably on the Chamber.

Gifts or Favors

Employees of the Chamber and their immediate families are not permitted to accept gifts, entertainment or other favors from existing or prospective members or vendors except as follows: gifts having a nominal value and of a personal nature given as a token of friendship or for a special occasion such as a religious holiday. The nominal value for non-ticket related gifts will be \$50. A value of \$300 shall be authorized for community event tickets given to the Chamber for attendance as long as the event is not in support of a particular political figure or political topic in the community. Any amount over \$300 shall be approved by the Board of Directors.

Bartering Negotiations

No Chamber employee, including the President, should enter into any bartering agreement with a member, potential member, supplier, etc. without the approval of the Board of Directors. No bartering shall take place with a prospective member, and none of the negotiations shall cost the Chamber potential income or revenue.

Recommendations/Endorsements

Since the East Parker County Chamber of Commerce is supported by many firms which are in competition with one another, we do not make recommendations or endorsements of products, services, companies, etc. Such an inquiry is best answered by giving the names of all Chamber members that are concerned with the particular product or service. We do not give the names of non-members when members have the product or services inquired about. Preferential treatment to one member over another is not tolerated. All members are to be viewed as an equal and vital part of this Chamber.

Outside Activities/Employment

No outside activities should interfere or conflict with the interests of the Chamber. Employees must also obtain prior approval from the President or Executive Committee for contemplated outside employment. The request should be in writing and forwarded to the President and ultimately Executive Committee.

Solicitors

The East Parker County Chamber of Commerce does not purchase program advertising or tickets for social events with the use of Chamber funds. Any such solicitations that are a potential benefit should be referred to the President and then ultimately approved by the Chamber Board of Directors.

Participation in Fund Raising or Political Campaigns

It is Chamber policy neither to participate financially in fund raising political or other fund raising campaigns nor to endorse officially (with the name of the Chamber) any particular drive among the

many local worthy causes. Chamber employees are required to be discreet and sensitive when supporting one member over another in a political campaign.

Budget Control

The East Parker County Chamber of Commerce operations are geared to anticipated annual receipts and expenditures. At the end of each fiscal year, careful estimates are made of prospective income. At the same time, estimates are made of the funds necessary for the operation of programs. From these estimates, an annual budget is prepared and ultimately adopted by the Board of Directors.

To adhere to the budget, all extraordinary expenditures must be approved by the Board of Directors prior to signing a contract or purchase order.

Bids for Services

Services rendered to the Chamber are awarded on a bid basis through requests for bids distributed to all Chamber members that offer the product or service. The President evaluates the bids and determines the most cost beneficial and the best value bids that have been submitted to the Chamber in writing. In some cases, the lowest bid may not provide the best service or quality product to the Chamber (If there is a question about which to accept, the President should consult the Executive Committee for direction).

Publicity

All publicity having reference to the East Parker County Chamber of Commerce, its Officers, Directors and personnel is to be approved by the President and Executive Committee. No information concerning the Chamber should be released by members of the staff to the media without prior clearance. This includes all media advertising in area publications.

Use of Equipment

Chamber policy does not permit use of any Chamber equipment for personal reasons. Any deviation requires permission in advance from the President.

Committee Management

Standing committees, as a matter of general practice, meet at least once a month. On some occasions more meetings are required and are called by the committee chairman when deemed necessary.

The Committee Chair will:

1. Confer with the President before meetings are scheduled to set up meeting dates to make sure there are no conflicting meetings
2. Draft an agenda
3. Send out meeting notices to all members of the committee
4. Reserve meeting facilities
5. Prepare a call sheet of committee members
6. Make sure members are contacted, either on the morning of a meeting, or on the afternoon before a morning meeting to remind them of the time and place
7. Record minutes of all meetings

8. Offer advice and counsel when needed and/or requested
9. Write reports on committee activity when action of the committee warrants
10. Attain publicity for committee activity
11. Submit committee meeting minutes for Board approval to the President by noon the day prior to Board of Directors meetings

Staff Meetings

All members of the staff will participate in a weekly staff meeting scheduled by the President. The purpose of these meetings is to permit staff members to recommend improvements, discuss problem areas, exchange ideas and make a short report of current projects.

Contact with the Public

The question is often asked, “What is the Chamber’s position in regard to the general public who are not members of the Chamber?” Our first principle is that we will attempt to serve everyone as best we can. However, there are certain requests for service such as a lengthy research project which will require so much time and money that it would be impractical to perform such service for any individual or firm that is not a member. These cases should be cleared with the Executive Committee before any definite decision is given to the person or group requesting the service.

Use of Offices by Other Organizations

The East Parker County Chamber of Commerce room is available (free of charge) for use by organizations that are active Chamber members in good standing with prior approval by the President. Organizations using Chamber facilities for meetings are liable for any damage to the building or its contents that they might incur, and will be billed for it. Each group is responsible to see that the room is returned to its original state.

INFORMATION SYSTEM USE AND SECURITY

Passwords

Passwords are required for access to the Chamber's computer system. Employees are responsible for selecting a password that cannot be identified easily or guessed by others (i.e. names or initials of family members, own date of birth, etc.)

Passwords are required to be changed every 30 days in accordance with the Chamber's security policy. In addition, the password of any employee leaving employment with the Chamber is required to be deleted upon termination.

Information Systems

The Chamber's telephone system, computer system, hardware and software are the property of the East Parker County Chamber of Commerce and are intended for use conducting Chamber Business. However, employees are allowed limited personal use during breaks and after hours, so long as it is not excessive and does not interfere with job duties.

Employees are strictly forbidden from installing software on their computers unless previously approved by the President. Employees are also prohibited from making any unauthorized copies of software. Additionally, employees are not under any circumstances allowed to access the Chamber's computer system from home unless approved by the President.

Some employees may be provided with access to the Internet to assist them in performing their jobs. Use of the Internet must be tempered with common sense and good judgment. Using the Chamber's computer resources to access, download or store information that is sexually explicit, profane, obscene, or otherwise unlawful, inappropriate, or offensive (including offensive material concerning sex, race, color, national origin, religion, age, disability, veteran status, or other characteristic protected by the law), or that violates the Chamber's Equal Employment Opportunity policy or its policies against sexual or other harassment is prohibited. Additionally, employees are not allowed to download any software programs or other files that could allow a virus to corrupt the Chamber's computer system. If an employee abuses their access to the Internet, future access may be restricted or eliminated. The employee may also be subject to disciplinary action, up to and including discharge, as well as potential civil or criminal liability.

Employees have no reasonable expectation of privacy with respect to any telephone equipment, computer hardware, software, electronic mail, Internet use or other computer or electronic means of communication or storage. The Chamber reserves the right to monitor use of all of its information systems, including telephones. For safety purposes, the Chamber allows the use of cellular telephones only with a Bluetooth device to conduct Chamber business while the user is driving.

Email

Every one of us is responsible for using the electronic mail (email) system properly and in accordance with this policy. Any questions about this policy should be addressed to the President or Executive Committee.

The email system is the property of the Chamber and is used for business purposes only. Use of the email system for personal purposes is prohibited. This includes non-job related solicitations, such as

for religious or political causes, commercial enterprises, outside organizations, or other non-job related solicitations.

Employees have no reasonable expectation of privacy in any matter stored in, created, received or sent over the Chamber's email system. This is true even for password-protected messages. Any passwords used by employees must be revealed to the President and the Executive Committee because email files may need to be accessed in the employee's absence.

To ensure that usage of the email system is for business purposes, the Chamber, at its own discretion and as owner of the email system, reserves the right to monitor, access, retrieve, and delete any matter stored in, created, received, or sent over the email system, for any reason and without the employee's permission

Employees are reminded to always conduct themselves professionally in their use of email. Chamber employees are expected to avoid making statement in emails or computer files that would not reflect favorably on the employee or the Chamber. Keep in mind that email messages are easily misdirected or forwarded to someone other than the intended recipient. A good rule to follow is not to say anything in an email message that you would not be comfortable having disseminated to the entire Chamber membership or that you would not mind reading on the front page of the newspaper.

In addition, the Chamber's policies against sexual or other harassment apply fully to the email system. Any violation of those policies is grounds for discipline up to and including discharge. Email messages created, sent, or received violate this policy if they contain intimidating, hostile, or offensive material concerning race, color, religion, sex, age, national origin, disability, veteran status, or any other personal characteristic protected by law.

An employee who discovers misuse of the Chamber's email system should immediately report the misuse to the President, who then should inform the Executive Committee.

Violation of the Chamber's email policy may result in disciplinary action up to and including discharge.

JOB DESCRIPTIONS

POSITION: President

RESPONSIBLE TO: Board of Directors

FUNCTION

1. NATURE AND EXTENT OF ASSIGNMENT

- a. *Basic Function:* The President is the chief administrative officer of the organization.
- b. *Scope:* The incumbent reports to the Board of Directors and is responsible for the full range of regular Chamber activities and business functions: coordination of the program of work, organizational structure and procedures, motivation of volunteers, daily monitoring of income and expenditures, maintenance of membership, employment, training and supervision of staff, application of policy, maintenance of office location, and long-range planning.
- c. *Functions Performed:*
 - i. Program of Work - Through the proper committee the incumbent is responsible for identifying Chamber and community needs through the appropriate Chamber committees, and for the preparation of a program of work designed to meet those needs through a constant evaluation of the program, recommendations for needed change, and a system of measuring progress toward attainment of program and community goals.
 - ii. Chamber Structure and Procedures - The incumbent must organize, direct and control the internal structure of the Chamber, to insure that the organization functions with optimal efficiency to anticipate identify and solve Chamber problems along with the Board of Directors; the incumbent will recommend to the Board appropriate changes in structure and procedures as necessary.
 - iii. Motivation of Volunteers - Key to the effectiveness of the Chamber the incumbent is responsible to motivate and inspire volunteers to creative and fruitful action.
 - iv. Income and Expenses - Through the Budget and Finance Committee, the incumbent is responsible for developing the Chamber budget, relating the budget to program goals. Upon approval by the Board, the President is responsible for all expenditures within the framework of the budget, up to a limit of \$1,500.00. Anything in excess of this amount should be discussed with the Executive Committee. The incumbent will prepare monthly financial statements of income and expenses and quarterly statements of expenses by department. The incumbent will insure that financial records of the Chamber are reviewed annually, and seek maximum staff efficiency in all financial procedures.
 - v. Membership - Through the Membership Committee, the incumbent is responsible for maintaining the membership at a level that insures necessary income for the operation of the programs of the Chamber.
 - vi. Staff - The President 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. As indicated by the program of work, the incumbent creates departments as needed to implement the program. The incumbent develops and conducts continuing on-the-job training programs and insures participation in professional conferences, seminars and institutes as are needed to develop and maintain operations at a peak of efficiency. Once a new hire has been selected by the President, approval by the Executive Committee and Board of Directors is required before they are hired.
 - vii. Interpretation of Policy - The President insures that Chamber policy, as established by the Board, is properly recorded in minutes and indexed in the Policy Manual. The

incumbent will assist the Board, committees, members and the staff in interpretation of policy in relation to any given question or program. The incumbent assists the Chairman of the Board in preparation of statements of Chamber position on public issues.

- viii. Headquarters - As approved by the Board of Directors, the President is responsible for the location, design and maintenance of headquarters that provide for efficient operation and present an attractive “front door” to the community and for use of Chamber members, citizens of the community and visitors.
- ix. Long-Range Planning - Under a constantly evolving Board of Directors and annual change in officers, the President is responsible for maintaining continuity and consistency in programming. Based on proper research of community needs, the President anticipates emerging and long-range problems and recommends Chamber and community programs to meet such problems.
- x. **Most Important Contacts**
 - 1. In relation to the Board of Directors - The President must earn and maintain the respect and confidence of the Board, individually and collectively. The President is responsible for preparation of agenda, maintenance of Board minutes and records, carrying out the plans and programs of the Board in accordance with established policies, and serves as representative of the Board for all contact with the Chamber staff, initiate programs for consideration by the Board, and advise the Board on all matters under consideration.
 - 2. With relation to Chamber members - The President motivates members to personally and financially support an aggressive Chamber program. The incumbent analyzes and interprets the needs of members and recommends revisions in the program of work accordingly to render increasing improved service and assistance to enhance the value of the Chamber membership. The President entertains suggestions, proposals, and requests from the members and translates them into action consistent with the fundamental objectives, vision, mission and policies of the Chamber. The incumbent renders such personal service to members as the occasion may require and time may allow.
 - 3. With relation to the staff - The President leads the professional staff. Since the incumbent is responsible for the employment and training of all staff members, the President assumes responsibility for their efficient performance of duty. As required by the program of work, the incumbent establishes appropriate departments, defines the general purpose of such departments and assigns duties accordingly. The President must create working conditions conducive to maximum performance and employee morale.
 - 4. With relation to the community - Through personal contacts with key community leaders, the President shapes the community. The President is called on frequently to promote the Chamber to all other groups in relation to the improvement of the commercial, industrial, and civic life of the community. The President represents the Chamber in meetings of local, state and national organizations. The incumbent strives constantly to develop a better public understanding of the purpose and functions of the organization. Because of the President’s visibility and representation of the Chamber, it is imperative that favoritism toward certain organizations, chamber members, and municipalities be avoided and to always remember that statements will be seen as the thoughts of the entire Chamber.

II. RESPONSIBILITY AND AUTHORITY

- A. *Personnel*: The President is responsible for a part-time staff of approximately 2 persons.
- B. *Material or Products*: Within budget allocation, the President is responsible for the purchasing, storing and use of all Chamber supplies and equipment, with a one-time purchase authority of \$1,500.00, unless specifically approved by the Board of Directors.
- C. *Money*: This responsibility includes the income of the Chamber, including funds from other sources that are administered by the Chamber.
- D. *Contracts*: The President does not have authority to enter solely into contracts on behalf of the Chamber without approval and discussion by the Executive Committee at a minimum. It is suggested that all contracts be brought before the Board of Directors for approval.
- E. *Human Resources Management*: The President does have the authority to conduct performance appraisals with at least one member of the Board of Directors or Executive Committee. Prior to any termination of a Chamber employee, the Executive Committee as a whole must be notified to the extent of the situation leading to termination.
- F. *Bartering*: The President will not enter into any bartering agreements with Chamber members until discussed with the Board of Directors. Guidelines for bartering will be established and should be followed to the strictest detail.

JOB TITLE: Executive Secretary

RESPONSIBLE TO: President

FUNCTION

The Executive Secretary takes and transcribes dictation of correspondence, minutes of meetings, reports, speeches and similar material; schedule appointments for the President and Board of Directors and other assigned committee meetings, and will telephone committee members to remind them of their scheduled meetings.

The Executive Secretary maintains schedules of meetings of Chamber groups and maintains accurate records regarding attendance, absenteeism, sick leave and vacations taken by all employees.

The Executive Secretary keeps books and financial records; assists the President in accounting, purchases and budget control procedures; assists the President in stock control and office services, including purchasing and reproduction.

JOB DUTIES

Perform and assists the President in the performance of accounting procedures regarding:

- Budget and budget control
- Maintenance of membership and other accounts receivable
- Preparation of bills and statements
- Receipt and crediting of payments and remittances
- Reporting of membership and cash flow progress
- Rendering of periodic financial statements
- Payroll records, including related payroll-deduction items
- Advertising and other miscellaneous Chamber accounts
- Maintenance of furniture, equipment and supply inventories
- Booking and certifying of new members, and charge-offs of uncollectible accounts

The Executive Secretary performs accounting functions for Chamber-related entities and activities, including but not limited to: Monthly Luncheons, Annual Awards Banquet, Annual Golf Tournament, and short-term special events for organizations related to Chamber activities and purposes.

CONTACT WITH OTHERS

The Executive Secretary has extensive contact with business leaders and general public by telephone and in person. They also have extensive contact with all Chamber Staff.

Internal: Reports to President.

External: Regular contacts with purveyors and suppliers, depository banks and other institutions, works with representatives of firm of auditors in their conduct of auditing of accounts.

LIMITATIONS ON MONETARY AUTHORITY

Has authority to spend or to commit to spend within dollar limits of the budget, and within a year's supply of stationery and other office stock. Purchases or commitments are subject to review by the President.

JOB TITLE: Executive Assistant

Responsible to: President

Function: Executive Assistant will perform duties as outlined and assigned by the President.

Responsibilities:

- Provide administrative support for the President
- Maintain all information on Chamber web site
- Prepare weekly E-news for President
- Schedule Ribbon Cutting events
- Maintain appointments for President
- Responsible for membership or general correspondence—thank you notes – follow up letters, sympathy cards, flowers—as assigned by the President
- Assist in meeting preparations as requested
- Filing and organizing Chamber business documents as needed
- Responsible for assisting in organizing documents for President
- Answer telephone and greet visitors in a businesslike, but friendly manner
- Verify members' information in membership database
- Distribute information as requested about East Parker County Chamber pertaining to tourism and relocation via email, mail or in-person
- Document and report monthly the number of referrals made, relocation and visitor packets mailed and handed out, etc.
- Responsible for mailing label requests for membership
- Keep all brochures stocked, organized and neatly displayed
- Contact businesses when running low on their information
- Keep online and printed calendars updated
- Keep all Chamber handouts updated and stocked for distribution
- Project a positive image for the East Parker County Chamber at all times
- Ensure the board room is ready for each usage
- All other duties as requested by the President

Acknowledgement:

I have read & understand this document.

Name

Date