

CHAPTER OFFICER

RESOURCE MANUAL

PRESIDENT

January 1, 2019

INTRODUCTION

The National Kitchen and Bath Association encourages our members to serve as officers in their local NKBA chapters. Our local leaders will be instrumental in determining the needs of kitchen and bath professionals at the grassroots level and communicating to National.

This manual will outline the expectations and responsibilities of your role in a calendar year. Please review the information and direct any questions to the Leadership Communications Department at chapters@nkba.org.

DESCRIPTION

The Chapter President is the leader of the Council who presides at all Chapter Council and chapter meetings. He or She oversees all chapter activity including the performance of officers and committee chairs, and establishes “house rules” to keep the chapter running smoothly by encouraging all Council members to work as a team. This is a two year term and the officer may self-nominate for a second two (2) year term.

EXPERIENCE

* At least 2 years of experience as a chapter officer.
* Comfortable with public speaking and ability maintain control of a meeting
* Has strong communications skills
* Is comfortable with both organization and delegation
* Can see “the big picture” and not get too involved in the details
* Has at least 10 hours per month to contribute to chapter activities and work

RESPONSIBILITIES

* Presides at and must attend all chapter council and chapter meetings
* Supervises the affairs of the chapter, presides at all meetings, and coordinates the development of the long-term strategic plan for the chapter.
* Exercise general responsibility for and oversight of all chapter activity and the performance of chapter officers and chairs, but does not micro-manage officers.
* Ensures chapter goals and activities align with the Association’s Strategic Plan.
* Cooperates and ensures that all required information is forwarded to NKBA.
* Serves as an ex-officio member of all committees established within the chapter.
* Ensures the enforcement of the rules, regulations and policies, as well as the Bylaws of the Association and that all orders and resolutions of the Board of Directors of the Association that pertain to chapter activities are carried out.
* Conducts the selection of a Recruitment Committee and sends a list of members on the committee to National at chapters@nkba.org.
* Trains newly-elected or appointed chapter officers.
* Assists chapter officer chairs with the appointment of committee members, except for the Recruitment Committee.
* Appoints committee chairs as needed for advocacy, certification, school programs and student support.
* Notifies National of any chapter officer changes throughout the year.
* Conducts a President’s Planning Session, preferably following the Strategic Planning Meeting and ensures the chapter funding requirements information is submitted to National by the appropriate deadline.
* Attends all chapter functions and activities or designates a Council representative to attend.
* Obtains approval from National for all mailings carrying the NKBA logo.
* Informs NKBA of any special meetings.
* Maintain the NKBA Professional Resource Library for use by certification study groups as needed
* Reviews the chapter bank statement quarterly with the Treasurer/Secretary and ensures the Year-End Financial Report is submitted to National by the appropriate deadline.
* Acts as official mediator should there be significant and on-going conflict between officers.
* Ensures the chapter pop-up banner and tablecloth are displayed at every chapter event
* All chapter officers are expected to attend a minimum of 75% of their chapter meetings and all council meetings

PREPARING FOR OFFICE

* Assist outgoing President in the performance of his/her responsibilities
* Review the Chapter Officer Resource Manual for each position as well as the Chapter Overview which covers the chapter policies
* Review Policy Manual – all officers should be aware of the guidelines for chapters and officers as outlined in the Policy Manual.

IMPORTANT DEADLINES TO MONITOR

* Proposals to National Ongoing
* Chapter Meeting Notices 6 weeks prior to meeting
* Chapter Meeting Financial Reports 1 month after meeting
* Annual Year-End Financial Report January 31
* Chapter Compliance Form (includes) January 31
	+ Strategic Plan
	+ Recruitment Committee Names
	+ Date of Membership Drive
* Chapter Officer Training February 28
* Proof of Accepted Status for Tax Filing May 15
* Election Results Form Appropriate Deadline
* Chapter Initiative Grant Application January 31

ROLE DETAILS

RECRUITMENT COMMITTEE SELECTION

The Chapter shall elect a Recruitment Committee (formerly called the Nominating Committee) to assist the council for elections and in the event a position becomes vacant mid-term. The Recruitment Committee should be selected at the first meeting of the year and must be reported to National by January 31.

* Nominees must be members in good standing of NKBA and will represent the best interests of the chapter membership
* The committee shall consist of at least three and not more than five members.
* The President is not eligible to serve on the Recruitment Committee.
* Members may self-nominate by sending their name to the Chapter President, and the President can also call for self-nominations from the floor for volunteers. Those individuals receiving the greatest number of votes from among those present at a chapter meeting and eligible to vote shall be elected to serve. The newly elected Recruitment Committee shall immediately elect a chair. The Recruitment Committee shall seek out and interview potential candidates for chapter office throughout the year. Protocol dictates that first consideration is given to active members of the chapter and those who have demonstrated the willingness and capability to move the Association’s strategic objectives forward.

Once the Recruitment Committee is selected it is required that the President include the names on the Chapter Compliance Form and email to Chapters@nkba.org by the appropriate deadline.

RECRUITMENT COMMITTEE RESPONSIBILITIES

* Interview, review and identify individuals qualified to become chapter officers and have an available pool of candidates to replace an officer that resigns mid-term
* Evaluate the relative strengths and weaknesses of the pool of potential officers
* Review the credentials of those individuals nominated to serve the chapter
* Prepare the slate of officers for approval by the Chapter Council. Once approved the Treasurer/Secretary will receive and email the Recruitment Committee’s final selection of officers to National

COMMITTEES

Appoint committee chairs as needed in the following areas.

ACADEMIC PROGRAMS AND STUDENT SUPPORT

* Serve as liaison to Accredited/Supported programs within the chapter boundaries
* Promote accreditation of certificate to two-year and four-year programs within the chapter boundaries
* Attend accreditation site visits and ceremonies, when applicable
* Develop student-oriented chapter programs such as design competitions, scholarship programs, career fairs and special events
* Encourage student mentoring and internship programs
* Encourage students and program coordinators to attend chapter meetings
* Know the academic calendar to assist in planning joint activities
* Assist Program Coordinator in the formation of student chapters and act as liaison to existing student chapters

ADVOCACY

* Create a task force to address any actions needed that may arise from federal, state or provincial and local bills concerning the kitchen and bath industry
	+ Should understand how laws are passed and how legislation affects the industry
	+ Should understand how codes/standards affect the industry
* Communication is key.
	+ Serve as link between chapter and members by staying informed
	+ Establish good communications by networking with local and state legislative groups
	+ Make members aware of which laws may affect them as well as what actions they can take to prevent those laws from negatively affecting their business growth as needed
	+ Elected officials read constituents mail and are influenced by letters/emails written from the voters. This correspondence is one of the most basic yet powerful advocacy activities.

CERTIFICATION

* Promote certified members
* Monitor use of appellations by non-members and/or improper usage by those who are certified. Appellations may only be used by certified members of the Association in good standing. NKBA appellations are:
	+ AKBD – Associate Kitchen and Bath Designer
	+ CKBD – Certified Kitchen and Bath Designer
	+ CMKBD – Certified Master Kitchen and Bath Designer
	+ Appellations may only be used in conjunction with the certified individual’s name
	+ The use of such titles to identify a business (such as “Certified Kitchen & Bath Designer on staff”) is strictly prohibited
	+ Complaints should be sent to the NKBA Certification Department
* Oversee educational or professional development-oriented programs keeping certified members aware of Continuing Education (CEU) requirements.
* Monitor certification test dates and set-up study groups for interested members

OFFICER TRAINING

Officer training is one of the primary responsibilities of the Chapter President. If training is not provided by National, or if it is, but an officer is not able to attend, then the training must be conducted by the President and proof must be submitted to National by February 28th. If the President is new, their training should be conducted by the outgoing President, and it is encouraged for the outgoing President to assist the new President in training the other new officers. It is also encouraged to invite former officers to participate in sharing their insights into the officer’s roles and responsibilities as well as mentoring new officers. The President should be familiar with all officer positions and can review the descriptions in the Chapter Officer Resource Manual which is available on the website.

Since each officer has fiduciary responsibilities to the Chapter and the NKBA, it is critical that each understand their roles and responsibilities as well as the generic roles and responsibilities that apply to each and every chapter officer.

ELECTIONS

Chapter officers are elected annually for one, two-year term. They will have the option to self-nominate for an additional two-year term. After serving a total of four years in any position, the officer must rotate off the Council for at least two years.

Chapter Officer elections are conducted at the chapter level. NKBA will provide a link to a self-nomination form on the website for each chapter. It is available to all NKBA members. Each form will be customized for the individual chapter, so only open chapter officer positions can be selected for self-nomination; positions that are not open will be grayed out. After clicking the SUBMIT button, each form will be sent to NKBA headquarters for recording and then forwarded to your Chapter Treasurer/Secretary. Please note that NKBA staff will no longer check self-nomination forms for accurate information or eligibility. It is the chapter’s responsibility to verify membership and eligibility for each candidate by using your chapter roster which can be found on the NKBA website. All officers have access to the chapter’s member roster. Additional information to verify is the candidate’s company name, address, phone number and email address. If the information on the form differs from the roster, please have the candidate notify Member Relations at NKBA headquarters to update their information.

OFFICER CANDIDATE’S ELIGIBILITY REQUIREMENTS

* All officers must be NKBA members
* Student members are not eligible to hold an officer position
* Officer position terms are two years with the option to self-nominate for an additional two-year term
* Once an officer has served for four years, they must be off the council for at least two years
* No more than one elected officers may come from the same company
* No more than one elected officer may be from the same immediate family (spouses, parent, children or siblings)
* Candidates for Chapter President must serve at least two years in a previous officer position. In the event the chapter is new and the two-year minimum is not possible, the new chapters can petition the NKBA Chairman of the Board.

After eligibility has been confirmed, it is the Secretary/Treasurer’s responsibility to forward each self-nomination form to their chapter’s Recruitment Committee for their review. If more than one candidate self-nominates for the same position, the chapter members will vote for their choice for the position. The Recruitment Committee prepares the slate and the Secretary/Treasurer forwards it to National by the appropriate deadline. The Election Schedule provided by National will supply the dates when it is appropriate to hold an election.

* Voting Members are defined as the following:
	+ All members except students
* Non-Voting Members are defined as the following:
	+ Students

It is the chapter’s responsibility to verify only those members with the above voting privileges vote. After the election, the President completes the Election Results form (found on the NKBA website/Tools for Chapters) and submits it to National by the appropriate deadline. The results will be posted online by National. Any unfilled positions will be appointed by the Recruitment Committee and incoming officers. All appointments need to be sent to NKBA headquarters as soon as possible.

INSTALLATION OF CHAPTER OFFICERS PROTOCOL

Every officer of a chapter must be regularly installed; a re-elected or re-appointed officers must be re-installed. The ceremony should be conducted in public during the last meeting of the previous year or at the very first meeting of the new calendar year (the year officers begin their terms). For suggested language/script, refer to the NKBA Website www.nkba.org, MEMBER CENTER/TOOLS FOR CHAPTERS/Chapter Officer Forms.

Installing new officers means that you are also honoring outgoing officers to make the transition official.

The President should make a brief presentation to the entire group with background information about the local chapter. It is suggested that the installing officer be the outgoing Chapter President to install the incoming Chapter President. The newly installed Chapter President then installs all officers (newly elected, re- elected or re-appointed). If the outgoing Chapter President is unavailable, the Programs Chair will install the President.

REMOVAL OF CHAPTER OFFICERS

A chapter officer may be removed by a three-fifths vote of the chapter officers whenever, in the judgment of the chapter officers, the best interests of the chapter and Association would be served. National should be notified of a chapter’s intent to remove one of its officers in advance of any action.

The officer shall have the right to appeal the decision to the full chapter membership. If the officer appeals, the decision of the chapter officers must be confirmed by a two-thirds vote of all eligible voting members present at the next regularly scheduled chapter meeting after not less than two weeks’ prior notification of the intended vote. A quorum shall consist of 5% of the dues-paying members of the chapter. The CEO or his/her appointed representative shall attend such meeting. In the event of a vacancy of the chapter officer position prior to the expiration of his/her official term, the Chapter Council will elect a replacement to serve the unexpired portion of the term, or in the case of disability, until the disability ceases.

The individual elected to fill the position created by such vacancy will serve the unexpired term of the retiring officer. They would then be eligible for election to their own two-year term. In the event of a vacancy, for any cause, in the office of President, or in the case of disability of the President, any officer can serve for the unexpired portion of the term, or in the case of disability, until the disability ceases. In the event of a vacancy, for any cause, in any of the other offices, the Chapter Council will elect a successor to serve the unexpired portion of the term, or in the case of disability, until the disability ceases.

TERMINATION OF MEMBERSHIP/CHANGE OF STATUS OF OFFICERS

* If the membership in the Association of any elected officer shall for any reason terminate, the
* office shall automatically become vacant within 90 days, during which time the officer must
* reinstate his/her membership to be eligible to continue serving. In the event of a vacancy, for
* any cause, the Chapter Council will elect a successor to serve the unexpired portion of the term,
* or in the case of disability, until the disability ceases. The results shall be reported in writing to
* the NKBA staff immediately.

MEETINGS

The President maintains regular contact with chapter officers to determine problems, answer questions, and provide needed help to assure chapter goals will be achieved.

* Collaborate with the Chapter Council members to develop the agenda for the board meeting.
* Provide final agenda to Treasurer/Secretary for distribution prior to the meeting.
* Chapter board meetings generally held immediately prior to Chapter meetings.
* Chapter board meeting is open to all chapter members. All chapter officers are required to attend and it is recommended, but not required, that committee members attend. Voting is limited to elected officers. Minutes are reported to the chapter membership by the Treasurer/Secretary.
* Chapter Meetings are the official meeting of the chapter members. They provide programs of interest, offer opportunities for networking and are fun and educational. The Chapter Compliance Guidelines states that a chapter should deliver a minimum of 4 continuing educational hours per year.

PRESIDING AT CHAPTER MEETINGS

The President is the presiding officer at chapter meetings. In the President’s absence, the Programs Chair conducts the meeting. Order of Proceedings:

* Call the meeting to order.
* Introduce chapter officers and guests.
* Ask officers to update chapter members on activities within their area.
* Ensure speaker meets requirements for generic programs. It may be necessary to openly state: Excuse me, \_\_\_\_\_\_\_\_\_\_, but I must remind you of our requirement that programs be generic. If he/she continues, state openly, or approach the speaker, if you prefer, and say: \_\_\_\_\_\_\_\_\_\_, if you continue to disregard the rules of our Association, I will have to call the program to an end. Use some judgment here. Obviously, if the speaker works for a particular company and has pictures to support the speech, he or she may display the company name.
* Thank the speaker and sponsor(s).
* At the last meeting of the year, officers present their annual reports. The Chapter President closes the presentation of annual reports with comments on achievements just reported recognition of officers and committee chairs, and observations as President.
* Remind attendees of upcoming dates, help needed, etc., before calling for a motion to adjourn.

PARLIAMENTARY PROCEDURES

* Parliamentary rules are the “rules” of the game of democracy. Their purpose is to:
* Expedite business
* Maintain order
* Ensure justice
* Provide equal treatment for all members
* Help an organization achieve its purpose
* Basic principles include the following:
* The Organization is first. Decisions of the Organization supersede those of individuals. The power of any meeting is in the hands of the voting members.
* All members have equal rights. Full participation in business meetings by making motions, debating, and voting is among these rights.
* A minimum number of voting members (quorum) must be present in order to transact business legally.
* Only one main proposal may be before the assembly at a time. Only one member may have the floor at a time.
* There must be full debate before voting on any proposal, unless this is suspended by a two-thirds vote.
* A proposal is the item under discussion, never the person who introduced it. Personal remarks are always out of order.
* A proposal, once decided, may not be presented in that same form in the same session.
* A majority vote decides a question, except in cases where basic rights of members are involved; then a larger vote is required. A majority vote is generally defined as more than half the votes cast.
* A two-thirds vote is necessary for any motion that deprives a member of rights (such as changing the rules of debate, closing debate, closing nominations, or changing previous decisions without notice).
* Silence gives consent. Those who do not vote agree, by their silence, to allow those who do vote to make the decision.
* Members should not disturb the assembly (by whispering or in any other way) during the deliberations of the assembly.

Available NKBA Forms for the Chapter President position on the NBKA Website

The following forms for the Chapter President position are available on the NKBA website [www.nkba.org](http://www.nkba.org). They are located on the Resources page, under President.

FORMS

* Chapter Officers Training Workshop Outline
* Chapter Meeting Agenda (Sample)
* Chapter Roster Policy & Permission Form
* Check List- Forming New Subchapter
* Downloading & Using Membership Lists
* Chapter Council Meeting Agenda (Sample)
* Installation Script
* Roberts Rules of Order

ADDITIONAL RESOURCE

* Policy Manual