



Information Resource

Chapter Representative

*Chapter Representative: Position Description
January 2014*

Chapter Representative: Position Description

Introduction

Welcome

Thank you for taking on the role of Chapter Representative. To ensure that the National Kitchen & Bath Association Continues to meet the needs of kitchen and bath professionals, the NKBA encourages our members to serve as officers in their local NKBA chapters.

The purpose of this document is to set the expectations and responsibilities of your role for a calendar year. Please review the information and direct any questions to the Regions and Chapters Department at Chapters@nkba.org.

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Introduction, Continued

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Who Is Best Suited To Be the Chapter Representative?

Description

The **ideal** Chapter Representative is a person who:

- is able and willing to conduct training and has strong communication skills
 - is willing to commit to a three (3) year term of office
 - is able to travel to NKBA Region training meetings if applicable
 - is willing to devote necessary time to the position (at least five hours per month exclusive of travel and Chapter meeting commitments)
 - has confirmed with employer their understanding of the time and attention to be devoted to the position
 - in the last five years has served at least two years in other Chapter Officer positions. A new chapter can petition the NKBA President in the event the chapter is new and the two-year minimum is not possible.
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Election of Chapter Representatives

Chapter Representatives are elected for a three-year term.

All Industry Members may self-nominate to serve as the Chapter Representative. Since no member may serve on more than one national advisory council, task force or committee at a time, anyone currently serving on another national committee, subcommittee or advisory council, whose position would extend into the commencement of the new Chapter Representative's term, must resign their current position prior to their self-nomination being accepted. Prospective self nominees who fall into this category may petition the NKBA National President for an exception to this policy. Candidates for the position of Chapter Representative must have served at least two years, in the last five years in other officer positions. New Chapters can petition the NKBA President in the event the chapter is new and the two-year minimum is not possible.

Responsibilities

The Chapter Representative is the liaison to the Board of Chapter Representatives (BOCR), which, in turn, serves as the voice of the Chapters at the National level. The duties and responsibilities of the Chapter Representative are as follows:

- Ensure Chapter responsibilities are fulfilled through the President;
- Install Chapter Officers;
- Represent the Chapter's interests at regional Board of Chapter Representatives' meetings and report on their meetings and activities;
- Forward all resolutions adopted by the Chapter to National via the Chapter network;
- Ensure rules, regulations, policies and Association Bylaws are enforced;
- Ensure that newly-elected or appointed Chapter officers receive training in their roles and responsibilities;
- Postpone any action that may be in conflict with the Association's Bylaws, rules or procedures until a ruling can be obtained from the Association;
- Serve as an ex-officio (non-voting) member on all Chapter committees, with the exception of the Chapter Executive Committee where he/she is a voting member.
- Review Chapter bank statements quarterly with the Chapter Treasurer and Chapter President.
- Ensure that the year end financial report gets turned into NKBA headquarters by January 31st.
- Ensure that the Chapter's Strategic Plan gets turned into NKBA headquarters by March 15th.
- Acts as official mediator should there be significant and on-going conflict between officers.
- Ensure that the Chapter's Nominating Committee Names gets turned into the NKBA headquarters by March 15th.
- Ensure that the Chapter Marketing Toolkit is displayed at every Chapter event.

Preparing For Office

Steps

Between election and installation, prepare for your office by:

1. Assisting the outgoing Chapter Representative in the performance of his or her responsibilities;
 2. Studying the *Chapter Officers Information Resources Manual Roles and Responsibilities* as well as the Association Overview which covers the chapter policies, located on the NKBA website under TOOLS FOR CHAPTERS.
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Procedural Checklist

These are the procedures that must be followed during a given calendar year:

Procedures	Time Line
1. Installs Chapter Officers (see Installation Script)	December/January
2. Conducts Chapter Officer Trainings	December/January
3. Attends Chapter Meetings	Ongoing

Officer Training

Responsibilities

Other than acting as the Chapter's liaison to NKBA, conducting officer training is the primary responsibility of the Chapter Representative. It is required that the Chapter Representative conduct face-to-face training for the Chapter's officers in December or January of each year.

The Chapter Representative, if new to the position, is encouraged to ask the immediate past Chapter Representative to work with him or her on this training. The Chapter Representative is also encouraged to invite former Chapter officers to participate in sharing their insights into the officers' roles and responsibilities as well as mentoring new officers. The Chapter Representative has available the Information Resource and the narrated power point officer training presentation that is available on the NKBA website 24/7 under "TOOLS FOR CHAPTERS".

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. You are encouraged to visit TOOLS FOR CHAPTERS on the NKBA website. Also available are resources for Chapter Leaders that include the Chapter Programming Guide, Chapter Meeting forms, and Chapter and guest name badges.

Chapter Officers Training Workshop Outline is available on the NKBA website under MEMBER CENTER, TOOLS FOR CHAPTERS, Chapter Officer Forms.

Protocol - Installation of Chapter Officers

Every officer of a Chapter must be regularly installed; a re-elected or re-appointed officer 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 CHAPTGERS, Chapter Officer Forms.

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

The installing officer 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 Representative to install the incoming Chapter Representative. The newly installed Chapter Representatives then installs all officers (newly elected, re-elected or re-appointed).

Where the outgoing Chapter Representative is not available, and the incoming Chapter Representative is new, the existing Chapter President installs the incoming Chapter Representative; then, the Chapter Representative installs all other officers.

Responsibilities as a Member of BOCR

1. Has a competent knowledge of the duties of the position.
 - Becomes familiar with the Bylaws, and the membership and chapter policies.
 - Stays informed about the general activities of the Association and the general business area in which it functions.
 2. Represents the interests of the Chapters through resolutions to the, Industry Councils, and/or the Board of Directors.
 - Determines and effectively communicates Chapter needs, wants and interests through an ongoing needs assessment process.
 3. Attends all Board of Chapter Representatives and Chapter meetings.
 - Checks the accuracy of meeting minutes.
 - Maintains confidentiality of those items classified as such by the Board of Directors and the BOCR.
 - Becomes acquainted with your Region Director other BOCR members who represents the Chapters within the regional Chapter network.
 - Shares relevant information and experiences with the Region Director.
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Responsibilities as a Member of BOCR- Continued

4. Embodies ethical practices as Chapter representative.
 - Excuses attendance at portions of any meeting during which any discussion and/or board action is to take place that may affect any monetary contract with the Association to provide any type of product or service by that BOCR member, a member of his or her family or firm.
 - Completely and accurately discloses the details of all transactions involving representatives which might have a negative effect upon the Association.
 - Avoids self-dealing in any matters relating to the Association's business.
 - Avoids any contract that serves a representative's own interests; avoids any position that brings a Board member's interests into conflict or competition with the interest of the Association.
 - Completes the required conflict of interest statement at the beginning of the each calendar year, and returns it to NKBA legal counsel.

 5. Practice good business behavior?
 - Informs the Region Director immediately of any change in membership status.
 - Reviews background material and agendas prior to meetings.
 - Actively participates in discussions.
 - Understands and respects other ideas or conflicting viewpoints.
 - Addresses problems objectively and impersonally.
 - Stays on the subject under discussion.
 - Accepts and follows through on assignments.
 - Promptly acknowledges all communications.

 6. Supports Association activities including Chapter activities.

 7. Promotes professionalism in the industry.

 8. Ensures the firm for whom the representative works is aware of the responsibilities of a BOCR Member.
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Board of Chapter Representative Attendance

Chapter Meetings Chapter Representatives are expected to attend a minimum of 75% of their Chapter and executive committee meetings

National Events Board of Chapter Representatives Meetings

- Representatives shall attend **all** scheduled meetings and their applicable region meeting, including any conference calls.
- If any member is unable to attend a meeting, a written notice must be sent to the President of the Association stating the reason for the absence.
- If a member is absent for any two consecutive meetings, that member is considered to have resigned. Application may be made to the President within 30 days of such resignation for consideration to be reinstated.

Regional Network Meetings Webinars are held where Region Directors meet with respective Chapter Representatives within their region

Chapter Officer / Ambassador Club Event at KBIS

- Chapter Representatives are encouraged to attend and participate in the Chapter Officer/Ambassador Club event. Registration for this invite is complimentary.

Termination of Membership/Change of Status

Termination of membership

- If membership status of any Chapter Representative becomes inactive, for any reason, that Representative shall be considered to have resigned. This resignation will be effective 30 days following such change in membership status, unless the Representative is able to reestablish his/her prior membership status within those 30 days.
- It is the Representative's responsibility to report such change to NKBA immediately.

Vacancies

- In the event of a vacancy for the Chapter Representative position for any cause, the Chapter President shall notify the appropriate Chapter Officers so that the Chapter can select a representative in accordance with the applicable rules.
- In the event of a vacancy, for any cause, the Chapter Executive Committee 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.

Subchapter Representative

Chapter Representatives from subchapters exercise the duties and responsibilities of a Chapter Representative until the subchapter is officially approved as a chapter. Exception: Subchapter representatives do NOT have a vote at BOCR meetings, nor can they serve on the Board of Directors.

Available NKBA Forms for the Chapter Representative on the NKBA Website

Available Forms

The following forms for the Chapter Representative position are available on the NKBA website www.nkba.org . These forms can be accessed by clicking on the link below. They are also located under the Member Section, Tools For Chapters, Chapter Officer Forms.

- [Chapter Officers Training Workshop Outline](#)
 - [Chapter Roster Policy & Permission Form](#)
 - [Check List- Forming New Subchapter](#)
 - [Downloading & Using Membership Lists](#)
 - [Installation Script](#)
 - [Roberts Rules of Order](#)
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