

**President**

**Common  
Responsibilities**

1. Attend all chapter and executive meetings. Appoint a backup to report at executive meetings if unable to attend and provide the backup person with their portfolio report.
2. Actively represent the interests of Chapter members and the Help Desk/Support Center profession at large.
3. Communicate to corporate peers a dedication to professionalism that is required to help or work within a well-run Help Desk/Support Center.
4. Establish meetings and activities to promote information exchange among members on a monthly basis.
5. Design and implement strategies for encouraging active participation among the Local Chapter members.
6. Provide effective Chapter management to ensure that meetings are held monthly, and an exciting and informative forum is being provided to the Local Chapter member constituency.

**General  
Responsibilities**

1. Lead all meetings of the Chapter and the Executive, and social events;
2. Chair the nominating committee and oversee the annual and special elections process;
3. Represent the Chapter on all official matters relating to the National organization;
4. Oversee all Chapter activities with and through the other officers;
5. Be the communications liaison with the National organization;
6. Do or delegate chairing or discussing at local meetings upcoming events;
7. Perform other duties as may pertain to the office of President;
8. Facilitate transition of executive at the end of the term;
9. Function as a bank account signing office in conjunction with VP of Programs and VP of Finance.

**Executive Meeting  
Responsibilities**

1. Chair Executive meeting(s).

**Chapter Meeting  
Responsibilities**

1. Chair general chapter meeting(s);
2. Introduce speaker at events and thank speaker at end of presentation and communicate new items added to website,

<b>VP of Programs</b>	
<b>Common Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Attend all chapter and executive meetings. Appoint a backup to report at executive meetings if unable to attend and provide the backup person with their portfolio report.</li> <li>2. Actively represent the interests of Chapter members and the Help Desk/Support Center profession at large.</li> <li>3. Communicate to corporate peers a dedication to professionalism that is required to help or work within a well-run Help Desk/Support Center.</li> <li>4. Establish meetings and activities to promote information exchange among members on a monthly basis.</li> <li>5. Design and implement strategies for encouraging active participation among the Local Chapter members.</li> <li>6. Provide effective Chapter management to ensure that meetings are held monthly, and an exciting and informative forum is being provided to the Local Chapter member constituency.</li> </ol>
<b>General Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Coordinate the educational program and schedule for Chapter meetings, and obtain speakers including booking facilities and caterers for events (using Chapter Meeting checklist);</li> <li>2. Arrange for projector, flip charts or whiteboards at events (if required);</li> <li>3. Provide President and VP of Communications with topic outlines and speaker bios at least 2 weeks prior to each event;</li> <li>4. Delegate tasks related to program arrangements as required;</li> <li>5. Perform other duties as may pertain to the office of Vice-President of Programs;</li> <li>6. May be required to function as a bank account signing office in conjunction with President and VP of Finance.</li> </ol>
<b>Executive Meeting Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Report on last event:               <ol style="list-style-type: none"> <li>a. Number of attendees;</li> <li>b. General comments from the membership as to value;</li> <li>c. Issues or concerns the executive should be made aware of;</li> </ol> </li> <li>2. Report on current and future events.</li> </ol>
<b>Chapter Meeting Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Purchase speaker gifts as approved by executive;</li> <li>2. Ensure all facilities requirements are met (seating, projector, flip charts, etc.);</li> <li>3. Greet speaker on arrival and assist speaker to ensure needs are met;</li> <li>4. Request a copy of the presentation and forward to webmaster to post.</li> </ol>
<b>Chapter Meeting Checklist</b>	<p><b>Prior to meeting</b></p> <ol style="list-style-type: none"> <li>1. Caterer/location has been booked and confirmed;</li> <li>2. 2 days prior to meeting, send confirmation of attendee numbers to caterer;</li> <li>3. Confirm the following with the speaker;               <ol style="list-style-type: none"> <li>a. Are speakers, laptops, projectors, flipcharts etc. required for the event;</li> <li>b. Obtain biography and introduction from speaker;</li> </ol> </li> <li>4. Purchase speaker gift and prepare thank you card.</li> </ol>

<b>VP of Membership</b>	
<b>Common Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Attend all chapter and executive meetings. Appoint a backup to report at executive meetings if unable to attend and provide the backup person with their portfolio report.</li> <li>2. Actively represent the interests of Chapter members and the Help Desk/Support Center profession at large.</li> <li>3. Communicate to corporate peers a dedication to professionalism that is required to help or work within a well-run Help Desk/Support Center.</li> <li>4. Establish meetings and activities to promote information exchange among members on a monthly basis.</li> <li>5. Design and implement strategies for encouraging active participation among the Local Chapter members.</li> <li>6. Provide effective Chapter management to ensure that meetings are held monthly, and an exciting and informative forum is being provided to the Local Chapter member constituency.</li> </ol>
<b>General Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Design and implement strategies for building Chapter membership;</li> <li>2. Manage annual membership drive to maintain and grow the membership in the Chapter;</li> <li>3. Chair any membership related committees which may be formed;</li> <li>4. Perform other duties as may pertain to the office of Vice-President of Membership;</li> <li>5. May be required to function as a bank account signing office in conjunction with President and VP of Finance.</li> </ol>
<b>Executive Meeting Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Report on memberships:               <ol style="list-style-type: none"> <li>a. New paid members since last report;</li> <li>b. Number of members and</li> <li>c. membership breakdown by type;</li> </ol> </li> <li>2. Status of outstanding action items.</li> </ol>
<b>Chapter Meeting Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Purchase speaker gifts as approved by executive;</li> <li>2. Manage registration table at chapter events;</li> <li>3. Function as welcome wagon for new attendees and follow-up with attendees as to whether or not the change;</li> <li>4. Introduces speakers and chapter business in lieu of president.</li> </ol>

**Vice President Communications**

**Common Responsibilities**

1. Attend all chapter and executive meetings. Appoint a backup to report at executive meetings if unable to attend and provide the backup person with their portfolio report.
2. Actively represent the interests of Chapter members and the Help Desk/Support Center profession at large.
3. Communicate to corporate peers a dedication to professionalism that is required to help or work within a well-run Help Desk/Support Center.
4. Establish meetings and activities to promote information exchange among members on a monthly basis.
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**General Responsibilities**

1. Manage the contact database/mailling list in conjunction with VP Memberships;
2. Issue meeting notices with input from VP Programs;
3. Manage registrations for chapter events and confirm registrations by return email;
4. Respond to all incoming email inquiries to hdiregina, checking email on a twice weekly basis. Email inquiries that cannot be answered by the VP Communications will be forwarded to the another executive with knowledge of the subject;
5. Maintain a supply of member/guest name stickers and bring to events;
6. Chair any communications or public relations related committees;
7. Perform other duties as may pertain to the office of Vice-President of Communications;
8. Maintain the Chapter membership database;
9. May be required to function as a bank account signing office in conjunction with President and VP of Finance.

**Executive Meeting Responsibilities**

1. Report on communications:
  - a. Number of subscribers in mailing list;
  - b. Number of new subscribers since last report;
2. Status of outstanding action items.

**Chapter Meeting Responsibilities**

1. Bring member registration list to chapter events;
2. Bring member name tags to chapter events;
3. Prepare brochures and survey cards to be passed out to attendees.

**VP of Finance**

**Common Responsibilities**

1. Attend all chapter and executive meetings. Appoint a backup to report at executive meetings if unable to attend and provide the backup person with their portfolio report.
2. Actively represent the interests of Chapter members and the Help Desk/Support Center profession at large.
3. Communicate to corporate peers a dedication to professionalism that is required to help or work within a well-run Help Desk/Support Center.
4. Establish meetings and activities to promote information exchange among members on a monthly basis.
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**General Responsibilities**

1. Be custodian of all Chapter funds;
2. Receive all monies and disburse funds per the sanction of the Executive;
3. Keep accurate records;
4. Prepare and file any tax forms required;
5. Perform bank reconciliation monthly;
6. Bank account signing officer in conjunction with President;
7. Maintain chapter stationary (receipt books, business cards, name tags, etc.);
8. Reconcile event receipts (cash, cheques, Visa);
9. Deposit receipts (cash, cheques, Visa) immediately after each event;
10. Invoice no-shows for events at executive discretion;
11. Provide copies of financial reports to Webmaster for publishing on the executive area of the web site;
12. Communicate changes in membership status to VP Membership and VP Communications;
13. Issue receipts for membership payments;
14. Perform other duties as may pertain to the office of Treasurer;
15. Provides member-list to VP of Finance Provide VP Communications with updates to subscribers database for mailing list;
16. Welcome new members article on website on a monthly basis by providing new member list to webmaster.

**Executive Meeting Responsibilities**

1. Bank account report:
  - a. Chequing account balance;
  - b. Total of uncleared cheques;
  - c. Total of undeposited funds on hand;
2. Balance sheet and income statement (month and year-to-date);
3. Bring cheque book to all meetings and events and process approved expenses.

**Chapter Meeting Responsibilities**

1. Bring receipt book, cheque book to lunches;
2. Receive payments at luncheons and other chapter events.

**Secretary**

**Common  
Responsibilities**

1. Attend all chapter and executive meetings. Appoint a backup to report at executive meetings if unable to attend and provide the backup person with their portfolio report.
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**General  
Responsibilities**

1. Record and distribute minutes of all executive meetings;
2. Record minutes of general membership meetings and results of membership votes as required;
3. Keep Executive meeting attendance record;
4. Maintain custody of chapter bylaws;
5. Maintain chapter records (web documentation, meeting minutes, contracts, etc.);
6. Keep Chapter meeting attendance records and forward to VP of Membership and VP of Finance;
7. Conduct Executive meetings in the absence of the President;
8. Send Chapter Excellence info to Sophie on a monthly basis.
  - a. Attendance numbers
  - b. Noting if the speaker is a member of HDI

**Executive Meeting  
Responsibilities**

1. Create & distribute agenda;
2. Book meeting facility;
3. Take the minutes of the meetings;
4. Status of outstanding.

**Chapter Meeting  
Responsibilities**

1. Take minutes of regular chapter meetings where applicable and forward to Webmaster for publishing to website;
2. Purchase door prizes for the chapter meeting;
3. Summarize feedback/comment cards and forward to VP of Programs.

<b>Webmaster</b>	
<b>Common Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Attend all chapter and executive meetings. Appoint a backup to report at executive meetings if unable to attend and provide the backup person with their portfolio report.</li> <li>2. Actively represent the interests of Chapter members and the Help Desk/Support Center profession at large.</li> <li>3. Communicate to corporate peers a dedication to professionalism that is required to help or work within a well-run Help Desk/Support Center.</li> <li>4. Establish meetings and activities to promote information exchange among members on a monthly basis.</li> <li>5. Design and implement strategies for encouraging active participation among the Local Chapter members.</li> <li>6. Provide effective Chapter management to ensure that meetings are held monthly, and an exciting and informative forum is being provided to the Local Chapter member constituency.</li> </ol>
<b>General Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Maintain Chapter website including:               <ol style="list-style-type: none"> <li>a. maintain external links both to and from the Chapter website;</li> <li>b. update various website sections as required (e.g. news, new members, events, executive, training, archives etc.);</li> <li>c. and communicate changes to HDI National;</li> </ol> </li> <li>2. Research requestst pertaining to the website as brought forth by the Executive and Chapter membership;</li> <li>3. Perform other duties as may pertain to the office of Webmaster.</li> </ol>
<b>Executive Meeting Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Status of the website, request for articles, etc.;</li> <li>2. Report on website action items.</li> </ol>
<b>Chapter Meeting Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Forward update on new items added to website to the President to communicate during Chapter Meetings.</li> </ol>

**Member at Large (Maximum of 3)**

<b>Common Responsibilities</b>	<ol style="list-style-type: none"> <li>Attend all chapter and executive meetings. Appoint a backup to report at executive meetings if unable to attend and provide the backup person with their portfolio report.</li> <li>Actively represent the interests of Chapter members and the Help Desk/Support Center profession at large.</li> <li>Communicate to corporate peers a dedication to professionalism that is required to help or work within a well-run Help Desk/Support Center.</li> <li>Establish meetings and activities to promote information exchange among members on a monthly basis.</li> <li>Design and implement strategies for encouraging active participation among the Local Chapter members.</li> <li>Provide effective Chapter management to ensure that meetings are held monthly, and an exciting and informative forum is being provided to the Local Chapter member constituency.</li> </ol>
<b>General Responsibilities</b>	<ol style="list-style-type: none"> <li>Member at large, providing guidance to the executive;</li> <li>Assist with planning activities and complete delegated tasks where appropriate;</li> <li>Assist with ongoing chapter activities.</li> <li>Chair any program or special events committees which may be formed including:             <ol style="list-style-type: none"> <li>HDIAOY;</li> <li>Customer Service Week activities.</li> </ol> </li> </ol>
<b>Executive Meeting Responsibilities</b>	<ol style="list-style-type: none"> <li>Assist/tasks where required.</li> </ol>
<b>Chapter Meeting Responsibilities</b>	<ol style="list-style-type: none"> <li>Assist/tasks where required.</li> <li>Organize "extras" for special events ie: extra gifts or door prizes for Christmas / Halloween / Customer Service week etc.</li> </ol>