

**Golden Isles Association of Realtors® &
Golden Isles Multiple Listing Service, Inc.**

Policy & Procedures Manual

- *Mission Statement: Investing in our members through professionalism, community and advocacy.*
 - *Our Vision: Enhancing the quality of life in our community.*

SUBMITTED FOR ADOPTION BY BOD & APPROVED BY BOD: May 9, 2008

Reviewed by BOD: September 10, 200

Approved by BOD: November 2, 2010

Approved by the BOD: November 2014

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Policy & Procedures Manual

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- Policies (board driven)
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- Precedents (been done before)
- Practices (we always do it that way, never written down)
- Positions (governmental, resolutions)

CONSENT AGENDA

The GIAR Board of Directors consent agenda shall be compiled by staff and reviewed by the Administration and Operations Committee prior to distribution or printing. The consent agenda groups the routine, procedural, informational, and self-explanatory non-controversial items typically found in an agenda. These items are then presented to the board in a single motion for an up or down vote after allowing anyone to request that a specific item be moved to the full agenda for individual attention. Other items, particularly those requiring strategic thought, decision making, or action, are placed in the Board of Directors Meeting Agenda for review, consideration, and action.

The GIAR Board of Directors Consent Agenda includes the following:

Minutes of the Previous Board of Directors Membership Report

Unaudited Profit and Loss Statements & Balance Sheet except March, June, September and December when the financials will be presented in the regular agenda for review.

The Consent Agenda allows the GIAR Board of Directors to:

Approve the items listed above without discussion or individual motions

Streamline meetings to allow the focus to be on substantive issues.

Remove individual items from the consent agenda on the request of any one member.

Adopt by general consent without debate items not removed from the consent agenda.

Removed items may be taken up either immediately after the consent agenda or placed later on the agenda at the discretion of the President or Chair.

FIDUCIARY DUTY

In your role as a GIAR Director, Officer, or as a member of certain Committees, you have a fiduciary duty to act in the best interests of GIAR. Your fiduciary duties of care, loyalty, and obedience as defined by corporate law are owed to GIAR, not to any local REALTOR® association or Institute, Society or Council that may have selected you to serve in your position as Director or other role at GIAR. As a Director or while participating in your role or position at GIAR, you are required to act in the best interests of GIAR, rather than in the interests of yourself or another person or entity.

CONFIDENTIALITY

Unless there are exceptional reasons for confidentiality, meetings of the Association are open to any member. Each Committee description will state whether it is an open or closed meeting. Some committees may need to establish some level of confidentiality of a particular topic or issue and will expect the committee members and guests to abide by the level of confidentiality requested. Confidentiality is the preservation of privileged information. By necessity there will be times that personal and private information is disclosed in a particular meeting. Part of what you learn is necessary to provide services to the Member(s) of the Association or the Association as a whole. GIAR expects you to respect the privacy of Members, Vendors, and Staff and to maintain their personal and/or financial information as confidential. Confidentiality of legislative advocacy negotiation may also be required on a case by case basis. General information, policy statements or statistical material that is not identified with any individual, Member, vendor, or staff is not classified as confidential. GIAR is an organization that is transparent to its Members, but there will be instances that in terms of law, ethical, moral, or negotiation position that confidentiality is required and will be expected by those with privileged information.

Circumstances may warrant the following:

Option #1 – Members are required to have a signed GIAR Confidentiality and Non-Disclosure and Policy Agreement on file with the staff liaison prior to any participation with the committee.

Option #2 – Based on the nature of the material to be reviewed and/or discussed, members may be required to sign a GIAR Conflict of Interest Disclosure Policy and Agreement for a specific discussion item. (RATIONALE: Since conflicts are not always known in advance and are very situational, disclosure needs to be announced at the time the member or committee becomes aware of the conflict).

Local, state, and territorial associations of REALTORS®, as a condition of membership in the National Association of REALTORS®, must meet NAR’s [Organizational Alignment Core Standards](#), a set of requirements that fall into six categories:

Code of Ethics

Advocacy

Consumer Outreach

Unification Efforts and Support of the REALTOR® Organization

Technology

Financial Solvency

REALTOR® associations must certify compliance with the standards by June 30, 2015— by June 30 of each subsequent year **and beginning in 2017, by December 30 of each subsequent year**—or be subject to revocation of their charter.

[View and download the Organizational Alignment Core Standards](#)(PDF: 116KB)

The standards were approved by NAR’s board of directors in May 2014 and replace a previous set of organizational standards. The purpose of the new standards: to raise the bar for REALTOR® associations and ensure high-quality service for REALTORS®.

Among the new standards is the need for an up-to-date strategic plan. To help associations meet that standard, NAR is developing training for potential facilitators and providing grants for associations to complete the strategic planning process. Strategic planning grants are available through June 30, 2015, and money will be disbursed only after a plan has been submitted to and approved by NAR. When finalized, details about the facilitator training will be posted at REALTOR.org and in the Internal News Service Report for AEs.

Grants will also be available to facilitate association mergers that take place between May 17, 2014, and June 30, 2016, with disbursement after completion of a successful merger.

Enforcement of the Organizational Alignment Core Standards will be the joint responsibility of the local associations, state and territorial associations, and national association. NAR is currently building an online compliance reporting process, with expected completion in fall 2014.

HOLDER FOR
STRATEGIC PLAN

Officers Duties & Responsibilities

The elected officers of the Association shall be a: President, President-Elect, Immediate Past President, Vice President of Administration & Finance, Vice President of Professional Development, Vice President of Governmental Affairs and Vice President of Member and Public Services (added 2014). They shall be elected for terms of one year.

The formal installation ceremony of officers and directors may be held at either the Awards Banquet or a Monthly Membership Meeting.

Board of Directors Meetings

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- Unaudited Profit and Loss Statements & Balance Sheet except March, June, September and December when the financials will be presented in the regular agenda for review.

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- Streamline meetings to allow the focus to be on substantive issues.
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In your role as a GIAR Director, Officer, or as a member of certain Committees, you have a fiduciary duty to act in the best interests of GIAR. Your fiduciary duties of care, loyalty, and obedience as defined by corporate law are owed to GIAR, not to any local REALTOR® association or Institute, Society or Council that may have selected you to serve in your position as Director or other role at GIAR. As a Director or while participating in your role or position at GIAR, you are required to act in the best interests of GIAR, rather than in the interests of yourself or another person or entity.

CONFIDENTIALITY

Unless there are exceptional reasons for confidentiality, meetings of the Association are open to any member. Each Committee description will state whether it is an open or closed meeting. Some committees may need to establish some level of confidentiality of a particular topic or issue and will expect the committee members and guests to abide by the level of confidentiality requested. Confidentiality is the preservation of privileged information. By necessity there will be times that personal and private information is disclosed in a particular meeting. Part of what you learn is necessary to provide services to the Member(s) of the Association or the Association as a whole. GIAR expects you to respect the privacy of Members, Vendors, and Staff and to maintain their personal and/or financial information as confidential. Confidentiality of legislative advocacy negotiation may also be required on a case by case basis. General information, policy statements or statistical material that is not identified with any individual, Member, vendor, or staff is not classified as confidential. GIAR is an organization that is transparent to its Members, but there will be instances that in terms of law, ethical, moral, or negotiation position that confidentiality is required and will be expected by those with privileged information.

Circumstances may warrant the following:

Option #1 – Members are required to have a signed GIAR Confidentiality and Non-Disclosure and Policy Agreement on file with the staff liaison prior to any participation with the committee.

Option #2 – Based on the nature of the material to be reviewed and/or discussed, members may be required to sign a GIAR Conflict of Interest Disclosure Policy and Agreement for a specific discussion item. (RATIONALE: Since conflicts are not always known in advance and are very situational, disclosure needs to be announced at the time the member or committee becomes aware of the conflict).

PRESIDENT

Authority

Authorized as per Bylaws.

PURPOSE

The President shall be the corporate President of the Association and shall preside at all meetings of the membership and the Board of Directors and shall be an ex officio member of all committees and the MLS Board of Directors. The President shall communicate to the members of the Board of Directors such matters as, in the President's opinion, are deemed proper and tend to promote the welfare and increase the usefulness of the Association. The President shall perform all other duties as are required by law or incident to the office of President or as may be prescribed by the Bylaws and the Board of Directors. The President shall automatically serve as a GAR Director and responsible for Professional Standards.

QUALIFICATIONS

As set forth in the Bylaws.

Requirements

PRE-INSTALLATION GUIDELINES

Prior to installation the following guidelines should apply:

- Become generally familiar with the Association Bylaws, Code of Ethics, a summary of Robert's Rules of Order, Policies and Procedures Manual, Professional Standards Rules and Regulations, and MLS Rules and Regulations.
- Appoint committee chairpersons, as needed, subject to approval by the Board of Directors and may appoint such other sub-committees, task forces and presidential advisory groups as needed.
- Meet with current President and/or Past Presidents to become familiar with the office and to promote a smooth transfer of authority.
- Meet with Committee Chairpersons and review policies, procedures, and goals for the coming year.
- Delegate such Presidential duties as appropriate to President Elect and/or other Officers throughout the year.
- Sign the Association's Confidentiality Agreement and Conflict of Interest Code before taking office.
- Have electronic mail capability in order to be able to receive notices and information from the Association and CEO.
- Directors, including the President, are encouraged to, at a minimum, make an annual voluntary donation and participate in the Georgia Association of Realtors® political action fund (RPAC).

President (continued)

BUSINESS

Serve as official spokesperson for the Association.

Strive, in cooperation with the Budget and Finance Committee, to operate within an annual budget.

Confirm that the VP of Administration & Finance or CEO arranges to have the Association's finances audited or reviewed annually.

Be available to sign checks and contracts as needed.

Directors, including the President, are encouraged to, at a minimum, make an annual voluntary donation and participate in the Georgia Association of REALTORS® (GAR) political action fund(s).

MEETINGS

- Schedule and coordinate Board of Directors meeting calendars:
 - Check annual calendar to conform to Bylaws when coordinating agenda with CEO.
- Attend and conduct all Board of Directors meetings:
 - Commence meetings on time.
 - Control meetings with firm guidance and control discussion to the subject being considered.
 - Confer with CEO or Legal Counsel for decisions on Parliamentary procedure.
 - Vote only to break a tie.
 - Relinquish the chair for entire subject if taking part in the discussion.
- Make reasonable efforts to attend all major events and Association functions and meetings, including General Membership and broker/manager meetings. In the event the President is
- unable to attend an event or function, arrange for an alternate, such as the President-Elect to attend.
- Serves on the Budget/Personnel Committee, Professional Standards Committee, and the Strategic Planning Committee
- Attend all special Leadership meetings and Association's Annual Leadership Retreat.
- Attend all New Members Orientation Meetings (or designate a representative to attend).
- Attend all Budget and Finance Committee planning meetings.
- Meet with the GIAR President-elect, VP of Admin & Finance and the GIMLS President, GIMLS President-elect and GIMLS Secretary-Treasurer to evaluate the Chief Executive Officer annually during budget period, if possible, but no later than last day of October.
- Make recommendations for members of GIAR to serve on Georgia Association of REALTORS® and National Association of REALTORS® committees and Forums for the upcoming year.

President (continued)

MEMBERSHIP

- Consult with and work in cooperation with the CEO.
- Influence the establishment of goals and objectives for the Association, which are established by the Board of Directors at annual retreat prior to the Budget preparation and in conjunction with staff input.
- Be responsible for confirming that the programs and policies of the Association reflect the needs and aspirations of the membership.
- Act as spokesperson and inspirational leader of the Association and take a substantial role in monitoring and evaluating organizational performance and effectiveness.
- Exercise personal leadership in the motivation of other Officers, Directors, Committee members and membership.
- Promote interest and active participation in the Association by the membership.
- Report activities of the Directors and the Association to the Members by means of letters, publications, and/or speeches.
- Attend Association functions and meetings.
- Monitor progress of Committees, except Grievance Committee, Professional Standards Committee, Mediation Committee, and Nominating Committee, as ex officio member, and make appropriate recommendations.
- Meet with President-Elect and Association Executive on regular basis to discuss Association issues and agenda items for Board of Director meetings.
- Meet with local, state, and national political leaders, broker owners and/or office managers, and marketing groups as necessary (can utilize concept of small focus group survey meetings, i.e. breakfast meetings, etc.)
- Serve as designated shareholder representative to Golden Isles MLS Board of Directors
- Coordinate planning and hosting of periodic meetings of Golden Isles MLS shareholder associations with the presidents, president-elects and executive officer.
- Attend and represent voting shareholder interest of Association at the annual meeting and all special meetings of the Golden Isles MLS.

PUBLIC RELATIONS

- Be the official representative of the entire membership and promote the best interests of the Association.
- Attend, at President's discretion, outside functions and meetings as a representative of the Association.
- Maintain liaison with the news media, in cooperation with the CEO.
- Provide interviews to news media (or designate a representative to be interviewed) regarding local real estate market conditions, industry positions or trends.
- Attend functions and meetings of other Boards/Associations within the Association's region when appropriate.

President (continued)

SERVE AS GAR DIRECTOR AND NAR DELEGATE

Attend GAR Director and NAR Delegate meetings and conventions (GAR Inaugural & Annual, NAR Mid Year Legislative Meeting, NAR Annual Convention & Expo) as budgeted for.

- GAR meetings: attend Opening Session, Award Ceremony Luncheon, GAR Legislative Day events, Leadership roundtables, and the GAR Board of Directors meeting including the Region 8 Caucus and **State Director Training every two years.**
- NAR meetings: attend the GAR and Region 5 Caucus meeting at Annual and Mid-Year meetings, the Capitol Hill visits during the Legislative Meeting and Leadership Roundtables
- Serve as official voting delegate to NAR Delegate body, when officially meets during annual meetings.

PRESIDENT-ELECT

Authority

Authorized as per Bylaws.

PURPOSE

In the absence of the President, or at any time when requested to do so by the President, shall discharge the duties of the President. The President-elect shall succeed to the office of President.

QUALIFICATIONS

- Only the office of President-elect is tantamount to election to the office of President the following year. The election to any other executive position is not a necessary prerequisite to ultimate election to the office of President-elect and is not necessarily an endorsement for any other executive position in subsequent years.
- Serves on the Board of Directors, Budget/Personnel Committee, Nominating and the Strategic Planning Committee

WILL SERVE AS A GAR STATE DIRECTOR

- Attend and participate in GAR Leadership Summit or Conference, if applicable.
- Must attend the GAR Region 8 caucuses, **State Director Training every two years** and the GAR Board of Directors Meetings
- Attend the Annual NAR Convention & Expo, as President-elect, and serve as official voting delegate to NAR delegate body, which when officially meets during annual meetings.

DUTIES AND RESPONSIBILITIES:

- Shall attend all regular and special called BOD meetings
- Shall sign checks and approve expenses, as needed
- Shall present timely and updated information to the BOD on the activities of the committees over which they are responsible
- President-elect (continued)
- Shall being to plan and develop a Leadership President-elect retreat and training to occur in October
- Shall establish clear goals and objectives for their upcoming year as President of the Association
- Shall attend, when possible, the committee meetings over which they are responsible
- Shall communicate with the President of the BOD if they feel a Chair is not able to fulfill their duties and help with the selection of a new Chair, if necessary
- Be familiar with the GIAR Bylaws, Code of Ethics, Robert's Rules of Order, GIAR Policies & Procedures, Professional Standards Policy, GIMLS Bylaws and Rules & Regulations and other governing documents

President Elect (continued)

- Shall make reasonable efforts to attend all major events and functions of GIAR
- Shall attend all GAR events in which a vote is to be taken
- Shall sign any, and all, GIAR Confidentiality and Conflict of Interest Agreements
- Carry out assignments as designated by the President of the Board of Directors
- Be familiar with the GIAR budget and related items contained therein in which they may be over a committee responsible for such budget item
- All Staff items are to be channeled through the GIAR Association Executive
- Be generally familiar with Association operation and philosophies
- Demonstrate the willingness to devote time to GIAR responsibilities, including homework, necessary preparation for assignments and attendance
- Shall review the BOD packet sent prior to the meeting and be ready to discuss items contained therein
- Shall refer to, and support, the established goals of the Association and the President of the Board of Directors in planning and implementing all activities

IMMEDIATE PAST PRESIDENT

Authority

Authorized as per Bylaws.

PURPOSE

In the absence of the President and the President-elect, shall discharge the duties of the President. The Immediate Past President shall perform such other duties as directed by the President or the Board of Directors.

QUALIFICATIONS

As set forth in the Bylaws.

VICE PRESIDENT OF ADMINISTRATION AND FINANCE

Authority

Authorized as per Bylaws.

PURPOSE

Shall be the Chief Financial Officer of the Association and shall serve as secretary and treasurer of the Corporation and shall have such duties **and powers** as may be prescribed by the Board of Directors or the President. The Vice President of Administration and Finance shall serve on the following committees: (1) Budget, (2) Building and Grounds (3) Bylaws & Policy, (4) MLS Lockbox & Audit (5) Technology and on the Board of Directors.

DUTIES AND RESPONSIBILITIES:

- Serves as the chairman of on the Budget/Personnel Committee
- Shall be responsible for authenticating the records of the Golden Isles Association of REALTORS®
- Shall cause full and accurate accounts of the receipts and disbursements of funds of the Golden Isles Association of REALTORS® to be kept
- Shall cause all monies and other valuable effects in the name of and to the credit of the Golden Isles Association of REALTORS® in such depository as may be designated by the Board of Directors
- Shall cause a detailed record of income and expenses and render a statement of the Golden Isles Association of REALTORS® accounts to the Board of Directors at scheduled meetings
- Shall annually prepare a budget for the Golden Isles Association of REALTORS® to be approved by the Board of Directors
- Shall render to the Board of Directors, whenever they may require, an accounting of all transactions and the financial condition of the Golden Isles Association of REALTORS®
- Shall annually review the Golden Isles Association of REALTORS® Financial Policy and Procedures Manual with the Budget/Personnel Committee
- Shall perform such other duties as directed by the Board of Directors or the President
- Serves on the Strategic Planning Committee

WILL SERVE AS A GAR STATE DIRECTOR

- Attend and participate in GAR Leadership Summit or Conference, if applicable.
- Must attend the GAR Region 8 caucuses, **GAR State Director training** and the GAR Board Directors Meetings

DUTIES & RESPONSIBILITIES

- Shall attend all regular and special called BOD meetings
- Shall sign checks and approve expenses, as needed
- Shall present timely and updated information to the BOD on the activities of the committees over which they are responsible
- Shall attend, when possible, the committee meetings over which they are responsible
- Shall communicate with the President of the BOD if they feel a Chair is not able to fulfill their duties and help with the selection of a new Chair, if necessary
- Be familiar with the GIAR Bylaws, Code of Ethics, Robert's Rules of Order, GIAR Policies & Procedures, Professional Standards Policy, GIMLS Bylaws and Rules & Regulations and other governing documents
- Shall make reasonable efforts to attend all major events and functions of GIAR
- Shall attend the New Member Orientation Meetings, if possible
- Shall attend all GIAR events in which a vote is to be taken
- Shall sign any, and all, GIAR Confidentiality and Conflict of Interest Agreements
- Carry out assignments as designated by the President of the Board of Directors
- Be familiar with the GIAR budget and related items contained therein in which they may be over a committee responsible for such budget item
- All Staff items are to be channeled through the GIAR Association Executive
- Be generally familiar with Association operation and philosophies
- Demonstrate the willingness to devote time to GIAR responsibilities, including homework, necessary preparation for assignments and attendance
- Shall review the BOD packet sent prior to the meeting and be ready to discuss items contained therein
- Shall refer to, and support, the established goals of the Association and the President of the Board of Directors in planning and implementing all activities

QUALIFICATIONS

As set forth by the Bylaws

VICE PRESIDENT OF PROFESSIONAL DEVELOPMENT

Authority

Authorized as per Bylaws.

PURPOSE

Shall have such duties and powers as may be prescribed by the Board of Directors or the President. The Vice President of Professional Development shall serve on the following committees: (1) Education (2) Awards 3) Circle of Excellence and on the Board of Directors.

WILL SERVE AS A GAR STATE DIRECTOR

- Attend and participate in GAR Leadership Summit or Conference, if applicable.
- Must attend the GAR Region 8 caucuses, **GAR State Director training** and the GAR Board Directors Meetings

DUTIES & RESPONSIBILITIES

- Shall attend all regular and special called BOD meetings
- Shall sign checks and approve expenses, as needed
- Shall present timely and updated information to the BOD on the activities of the committees over which they are responsible
- Shall attend, when possible, the committee meetings over which they are responsible
- Shall communicate with the President of the BOD if they feel a Chair is not able to fulfill their duties and help with the selection of a new Chair, if necessary
- Be familiar with the GIAR Bylaws, Code of Ethics, Robert's Rules of Order, GIAR Policies & Procedures, Professional Standards Policy, GIMLS Bylaws and Rules & Regulations and other governing documents
- Shall make reasonable efforts to attend all major events and functions of GIAR
- Shall attend the New Member Orientation Meetings, if possible
- Shall attend all GAR events in which a vote is to be taken
- Shall sign any, and all, GIAR Confidentiality and Conflict of Interest Agreements
- Carry out assignments as designated by the President of the Board of Directors
- Be familiar with the GIAR budget and related items contained therein in which they may be over a committee responsible for such budget item
- All Staff items are to be channeled through the GIAR Association Executive
- Be generally familiar with Association operation and philosophies
- Demonstrate the willingness to devote time to GIAR responsibilities, including homework, necessary preparation for assignments and attendance
- Shall review the BOD packet sent prior to the meeting and be ready to discuss items contained therein
- Shall refer to, and support, the established goals of the Association and the President of the Board of Directors in planning and implementing all activities

QUALIFICATIONS

As set forth in the Bylaws.

VICE PRESIDENT OF GOVERNMENTAL AFFAIRS

Authority

Authorized as per Bylaws.

PURPOSE

Shall have such duties and powers as may be prescribed by the Board of Directors or the President. The Vice President of Governmental Affairs shall serve on the following committees (1) Governmental Affairs and (2) RPAC and on the Board of Directors.

WILL SERVE AS A GAR STATE DIRECTOR

- Attend and participate in GAR Leadership Summit or Conference, if applicable.
- Must attend the GAR Region 8 caucuses, **GAR State Director training** and the GAR Board Directors Meetings

DUTIES & RESPONSIBILITIES

- Shall attend all regular and special called BOD meetings
- Shall sign checks and approve expenses, as needed
- Shall present timely and updated information to the BOD on the activities of the committees over which they are responsible
- Shall attend, when possible, the committee meetings over which they are responsible
- Shall communicate with the President of the BOD if they feel a Chair is not able to fulfill their duties and help with the selection of a new Chair, if necessary
- Be familiar with the GIAR Bylaws, Code of Ethics, Robert's Rules of Order, GIAR Policies & Procedures, Professional Standards Policy, GIMLS Bylaws and Rules & Regulations and other governing documents
- Shall make reasonable efforts to attend all major events and functions of GIAR
- Shall attend the New Member Orientation Meetings, if possible
- Shall attend all GAR events in which a vote is to be taken
- Shall sign any, and all, GIAR Confidentiality and Conflict of Interest Agreements
- Carry out assignments as designated by the President of the Board of Directors
- Be familiar with the GIAR budget and related items contained therein in which they may be over a committee responsible for such budget item
- All Staff items are to be channeled through the GIAR Association Executive
- Be generally familiar with Association operation and philosophies

- Demonstrate the willingness to devote time to GIAR responsibilities, including homework, necessary preparation for assignments and attendance
- Shall review the BOD packet sent prior to the meeting and be ready to discuss items contained therein
- Shall refer to, and support, the established goals of the Association and the President of the Board of Directors in planning and implementing all activities

QUALIFICATIONS

As set forth in the Bylaws.

VICE PRESIDENT OF MEMBER AND PUBLIC SERVICES

Authority

Authorized as per Bylaws.

PURPOSE

Shall have such duties and powers as may be prescribed by the Board of Directors or the President. The Vice President of Member and Public Services shall serve on the following committees: (1) Community Relations, (2) YPN, (3) Member Services/Orientation (4) Public Relations and (5) and on the Board of Directors.

WILL SERVE AS A GAR STATE DIRECTOR

- Attend and participate in GAR Leadership Summit or Conference, if applicable.
- Must attend the GAR Region 8 caucuses, **GAR State Director training** and the GAR Board Directors Meetings

DUTIES & RESPONSIBILITES

- Shall attend all regular and special called BOD meetings
- Shall sign checks and approve expenses, as needed
- Shall present timely and updated information to the BOD on the activities of the committees over which they are responsible
- Shall attend, when possible, the committee meetings over which they are responsible
- Shall communicate with the President of the BOD if they feel a Chair is not able to fulfill their duties and help with the selection of a new Chair, if necessary
- Be familiar with the GIAR Bylaws, Code of Ethics, Robert's Rules of Order, GIAR Policies & Procedures, Professional Standards Policy, GIMLS Bylaws and Rules & Regulations and other governing documents

- Shall make reasonable efforts to attend all major events and functions of GIAR
- Shall attend the New Member Orientation Meetings, if possible
- Shall attend all GAR events in which a vote is to be taken
- Shall sign any, and all, GIAR Confidentiality and Conflict of Interest Agreements
- Carry out assignments as designated by the President of the Board of Directors
- Be familiar with the GIAR budget and related items contained therein in which they may be over a committee responsible for such budget item
- All Staff items are to be channeled through the GIAR Association Executive
- Be generally familiar with Association operation and philosophies
- Demonstrate the willingness to devote time to GIAR responsibilities, including homework, necessary preparation for assignments and attendance
- Shall review the BOD packet sent prior to the meeting and be ready to discuss items contained therein
- Shall refer to, and support, the established goals of the Association and the President of the Board of Directors in planning and implementing all activities

QUALIFICATIONS

- As set forth in the Bylaws.

GIAR OFFICERS AND DIRECTORS

Authority

Authorized as per Bylaws.

QUALIFICATIONS

- Member in good standing of the Association when seated.
- Member in good standing of the Association for one year prior to being seated.
- Active in real estate or related business (major source of income).
- Although not mandatory, Directors should endeavor to possess the following leadership traits:
 - Ability to adapt and foresee changes – progressive and proactive
 - Attitude of availability and openness to members and their needs
 - Reputation and respect within the real estate community
 - Ability to react positively and clearly under pressure
 - A coalition builder to help reach common goal(s)
 - Ability to create a positive image of the Association to members and the community
 - A “team” player

POLICIES AND PROCEDURES

Orientation (concurrent with annual retreat)

- Attend a Directors Orientation at the Association's retreat on legal duties and become generally familiar with the Association's governing documents, such as the Bylaws, Code of Ethics and Multiple Listing Service Rules and Regulations
- Attend a Professional Standards seminar in accordance with policies of NAR, GAR and/or the Association and minimally at least once every other year
- Sign the Association's Confidentiality Agreement and Conflict of Interest Code prior to taking office and on an annual basis thereafter.

PRIOR TO EACH DIRECTORS MEETING

- Director's packet to be delivered prior to meeting date. All Directors (and Officers) shall have electronic mail capacity in order to receive notices, Board agendas, and other information.
- Shall review entire packet containing items to be covered in session.

MEETINGS

The Board of Directors may conduct business only in regularly scheduled or properly called special meetings, as per Bylaws, or at an adjournment thereof, of which every Director shall be notified and at which a quorum is present. Board of Directors meetings are held at the Association's office (unless otherwise notified).

- Meetings shall be conducted in accordance with Robert's Rules of Order.
 - Minutes of previous meeting should be approved before conducting other business.
 - Consent agenda shall consist of informational reports and Committee reports.
- All meetings shall be non-smoking.
- All cell phones shall be turned off.

DUTIES AND RESPONSIBILITIES

- Attend all regularly scheduled and specially called Board of Directors meetings.
- Make reasonable efforts to attend Association sponsored events within the industry, including but not limited to broker/manager meetings, general membership meetings, trade shows or educational events.
- Carry out assignments as designated by the President.
- Maintain a high-profile and dignified presence at Association functions.
- Make reasonable efforts to keep abreast of trends and events within the industry, the economy, and the Association to be able to assess the likely impact upon the membership and develop positive plans and objectives accordingly.
- Avoid micromanagement by understanding the relationship between volunteer and staff in an organization where volunteer directors make policy decisions and staff has the responsibility to ensure policies are carried out.

- Be generally familiar with Association operation and philosophies.
- Demonstrate the willingness to devote time to the Association responsibilities, including necessary homework and preparation.
- Be generally familiar with new technologies and how they are impacting the industry, such as the internet, personal computers, and emerging MLS technologies.

DIRECTIVES FOR THE OFFICERS AND THE BOARD OF DIRECTORS

- Committee and task force items shall be channeled through the CEO to the Chairpersons.
- Staff items shall be channeled through the CEO.
- All members of the Board of Directors and Officers shall have electronic mail capability in order to be able to receive notices and information from the Association and CEO.
- Members of the Board of Directors, including all Officers, are encouraged to, at a minimum, make an annual voluntary donation and participate in the Georgia Association of REALTORS® (GAR) political action fund(s).
- Telephonic communication to the Association’s counsel or accountant shall be directed through the President and/or CEO unless otherwise directed by the Board of Directors.

GAR STATE DIRECTORS

Authority

Authorized as per Bylaws. **Article IX Section 9. Election of State Directors**

Section 9. Election of State Directors. The number of State Directors shall be designated by the State Association based on Active REALTOR® membership according to GAR Membership Report as of August 31 from previous year (1 elected State Director per 100 members). GIAR State Director positions and any subsequent vacancies shall be filled by an eligible REALTOR® appointed by the President and approved by the Board of Directors. The number of approved Directors shall take office on the beginning of the fiscal year and serve a term of one year (or until their successor has been elected).

The GIAR President is considered a State Director by GAR, GIAR President-elect, all Vice-Presidents and the MLS President are considered GAR State Directors, upon approval by the Board of Directors in accordance with GAR August 31 membership figures from previous year, i.e., 500 GIAR REALTOR members = 5 State Directors (PE, and 4 VPs), 600 GIAR REALTORS members would include all the latter, plus the MLS President, thereafter, subsequent positions will be appointed to members at large by the President and approved by the Board of Directors.

Absence of State Director at GAR Meetings

In the case of an unexcused absence of a State Director at a required GAR meeting (**State Director Certification Training (every two years)**), Caucus, BOD meeting, Region Director or VP Forum (where members are running from the floor, etc.) any budgeted expense reimbursement will not be forthcoming.

ALTERNATES: Each local board/association has a set number of Alternates (listed in the Bylaws, Article IX, Section 1.B) that shall be entered into the BOD Reporting Tool no later than December 1. In the event that an elected/appointed State Director is unable to attend the upcoming BOD meeting, the local board/association may appoint an Alternate (as listed in the BOD Reporting Tool) no less than forty-eight (48) hours before the Board of Directors meeting. The proxy will receive reimbursement for either their registration fee for the event or one night's lodging at the event

Purpose: The State Director shall serve as liaison between the membership of the Member Boards and the membership of the Georgia Association of REALTORS®

Term: while serving as an officer of the GIAR BOD

Limits: N/A

Leadership Liaison: President-Elect

Duties and Responsibilities and Qualifications:

- Shall be knowledgeable about the Georgia Association of REALTORS® Constitution and Bylaws, Policy and Procedures, Strategic Plan, budget, programs, services and fiduciary duties.
- Shall prepare for and attend all meetings of the Board of Directors, participate in discussions of agenda items (remembering that they are representing the Georgia Association of REALTORS® as a whole) and report on real estate-related situations in evidence within his or her Member Board or Region
- Are encouraged to participate in round tables hosted by Regional Director within their region
- Shall be familiar with proper Parliamentary Procedure
- Shall inform the Georgia Association of REALTORS® staff of problems of which they are aware so that staff can take appropriate action to help correct deficiencies
- If requested, shall install Member Board Officers and Directors whenever an Officer or Regional Director of the Georgia Association of REALTORS® is unavailable to perform that function
- Shall encourage members to participate in all Georgia Association of REALTORS® meetings and conferences, as well as any National Association of REALTORS® or Georgia Association of REALTORS® education seminars being conducted within the proximity of the Member Boards
- Shall support political involvement by Member Boards in governmental affairs
- Shall be trained on voting procedures and who is represented at the Georgia Association of REALTORS® Board of Directors meeting
- Shall encourage REALTOR® Board Members to develop their professional skills and enroll as candidates for the various professional designations of the Institutes, Societies, and Councils of the National Association of REALTORS®
- State Directors *servng by virtue of the GAR Bylaws* (Article IX, Section 1.A) shall attend mandatory training as outlined below:
 - Shall complete mandatory State Director Certification Training once every two years.
 - The State Director Certification Training shall be held immediately preceding the
 - GAR State Directors Forum during the Inaugural Conference and the Annual Conference.
 - The State Director Certification Training shall be 25-30 minutes and open to all GAR Members.

- Failure of the State Directors to attend the training and be certified as a GAR Director shall result in forfeiture of voting rights of the State Director until such time as the individual has completed the mandatory training.
- State Directors shall be confirmed by the GAR staff prior to the upcoming BOD meeting to ensure compliance with the stated criteria.
- State Directors *elected or appointed by the Local Board/Association* shall become certified State Directors and adhere to the following guidelines (effective January 1, 2021):
 - Shall complete mandatory State Director Certification Training once every two years.
 - The State Director Certification Training shall be held immediately preceding the GAR State Directors Forum during the Inaugural Conference and the Annual Conference.
 - The State Director Certification Training shall be 25-30 minutes and open to all GAR Members.
 - Failure of the elected or appointed State Directors to attend the training and be certified as a GAR Director shall result in forfeiture of the position and voting rights of the State Director until such time as the individual has completed the mandatory training.
- State Directors submitted by the local board/association shall be confirmed by the GAR staff prior to the upcoming BOD meeting to ensure compliance with the stated criteria.
- Local Board/Associations failing to meet the December 1 deadline and forty-eight (48) hour requirement above shall waive the right to submit an alternate.
- Local Boards/Associations shall be responsible for ensuring that if an alternate is submitted, the alternate has attended the mandatory training to be certified as a GAR Director prior to the BOD meeting.
- Alternates submitted by the local board/association shall be confirmed by the GAR staff prior to the upcoming BOD meeting to ensure compliance with the stated criteria.
- Changes to the State Directors and Alternates entered in the BOD Reporting Tool may be made up to the December 1 deadline. No changes will be allowed after December 1.

QUALIFICATIONS

As set forth in the Bylaws

Purpose: The Regional Director shall serve as liaison between the Member Boards in his or her Region and the Executive Committee.

APPLICATION PROCEDURE

Member must be a member in good standing. Application will be made in the second year of the current Directors term (2022, 2024, 2026, 2028 etc.) Applications must be submitted no later than March 15. All applications will be presented to the Board of Directors for selection of the candidate for approval at the April board meeting and once approved the candidate's application will be signed by the current President of the Association and forwarded to GAR no later than April 15.

Term: Two years (Staggered)

Limits: Two consecutive terms

Reporting: N/A

DUTIES AND RESPONSIBILITIES: PRESIDENT-ELECT, EXECUTIVE COMMITTEE, BOARD OF DIRECTORS

- Serves on the GAR Executive Committee
- Serves on the GAR Communications and Public Relations Committee as a Contributing member
- Serves on the GAR Strategic Planning Committee
- Serves on the Georgia Association of REALTORS® Board of Directors
- Shall provide a means of communication between the Georgia Association of REALTORS® and the Member Boards within his or her Region
- Shall strive to achieve a continued adherence to and implementation to the Georgia REALTORS® Strategic Plan to achieve its Vision and Core Values. Shall work with the leadership team to perpetuate a culture within the association, its Committees and its Membership surrounding the Strategic Plan.
- Shall elicit from each Member Board in his or her Region any problems or concerns it may be experiencing and provide specific timely solutions whenever possible keeping the President-Elect and Vice President of Member and Public Services informed of all such activities
- Shall encourage greater participation by each Member Board in his or her Region in the activities and programs of the Georgia Association of REALTORS® including, but not limited to, continuing education programs, the Graduate, REALTOR® Institute program, the Inaugural Conference, the Annual Conference, the annual Professional Standards Training, and the annual Leadership Development Conference
- Shall represent the Georgia Association of REALTORS® at local board/association functions within his or her Region in such matters as updating the Member Board on activities of the Georgia Association of REALTORS®, installation of officers, and such other official functions as requested by the Member Boards

Regional Directors (continued)

- Shall act as the official spokesperson for the Member Boards in his or her Region regarding matters of mutual concern
- Shall host Annual Regional Roundtables for local board/association leadership, including RPAC Chairs and RPAC contribution processors, in cooperation with the RPAC Trustees
- Shall be prepared to disseminate proper procedures from all legislative committees dealing with Member Board activities in matters of ethics, education, political activities, membership, Board Orientation and other such activities of the Georgia Association of REALTORS®
- Shall educate members of the importance of responding to Calls for Action
- Shall assist in grassroots efforts via Regional Roundtables, talking points and media provided by the Communications Department
- Shall utilize the Regional Roundtables as a Communication vehicle to assess the needs of the membership
- Shall file Regional Director's reports prior to the Inaugural Conference, summer Executive Committee meeting, and the Annual Conference with the Director of Leadership Services
- Shall conduct the Region Caucus for his or her region at the Inaugural Conference; and the Annual Conference
- Shall attend the Georgia Association of REALTORS® Annual Professional Standards Training Program once per term
- Shall attend and, if requested, be a part of, the Georgia Association of REALTORS® Leadership Development Conference
- Shall attend the Georgia Association of REALTORS® Inaugural Conference
- Shall attend the Georgia Association of REALTORS® Annual Conference
- Shall train State Directors on duties and responsibilities and who the State Directors represent
- Shall inform local boards of the proper procedures for nominations for the Georgia Association of REALTORS® and National Association of REALTORS® positions and encourage participation
- Shall attend the strategic planning retreat
- Shall identify and encourage potential future leaders in his or her region.
- Shall not seek partnership funding from any Partner of the Georgia Association of REALTORS®
- Shall perform such other duties as directed by Board of Directors, the Executive Committee or the President

ASSOCIATION EXECUTIVE / CEO (NOTE: USED INTERCHANGEABLY)

Position Description: CEO

Authority

As set forth below

PURPOSE

- Shall have such duties and powers as may be prescribed by the Board of Directors of the Golden Isles Association of Realtors®.

BASIC FUNCTION:

- Plans, organizes, directs, and coordinates the activities of the Golden Isles Association of REALTORS® and the Golden Isles Multiple Listing Service, Inc. Also plans programs and activities of the Board to assure that the objectives are attained, plans fulfilled, and member needs met. Maintains effective internal and external relationships. The CEO shall not be actively engaged in the real estate business.
- Within the limits of the by-laws and policies of the Golden Isles Association of REALTORS® and the Golden Isles Multiple Listing Service, the CEO is responsible for and has authority to accomplish the duties set forth below:

ALTERNATIVE ASSOCIATION STRUCTURES

- Shared Services – resources, both human and financial that make it essential to maximize associations’ abilities to meet member needs.
- Building collaborative relationships with other organizations to establish ongoing partnerships or short-term, project specific partnerships
- Access what each organization bring to the table
- Consider whether the organizations are competitors for the same target audience or market share
- Develop a clear, written agreement
- Determine how the relationship will be funded
- Continue to nurture the relationship

ASSOCIATION TECHNOLOGY

- Responsible for the development and continual improvement of the association website
- Responsible for keeping up to date on state-of-the-art methods of technology that would best suit and benefit the association
- Budget and Financial Management
- Develop, in cooperation with the VP of Administration & Finance and Budget Committee an annual budget subject to approval and ensure that all funds and physical assets of the Association are appropriately safeguarded and administered.

AE continued

DIVERSITY- DIVERSITY PROGRAMS MAKE BUSINESS SENSE.

- Associations with serious, well- planned diversity programs achieve better results than others. The payoffs include: Membership and leadership that reflect the demographic make-up of emerging markets in the community and, therefore, are positioned to sell to those markets; A stronger presence in the community, particularly in neighborhoods with high concentrations of foreign-born and other minority residents who are moving up the socioeconomic ladder and buying homes.
- Assure self-knowledge and commitment to Cultural Diversity
- Ensure membership is knowledgeable and committed to Cultural Diversity

FAIR HOUSING

- Ensure that a Fair Housing education course and /or presentation is done once a year.

GENERAL REAL ESTATE PRACTICES

- Have a basic knowledge of general real estate practices
- Have contact base for self and for members in need of assistance with issues and questions: GREC, GAR, Instructors, Brokers

MLS SERVICES AND DELIVERY

- Oversee all aspects of the Multiple Listing Service, including MLS provider and manage Multiple Listing Service records and reports.
- Work with the GI MLS Board for MLS provider servicing and contract renewal.
- Attend meetings of the MLS Board of Directors and plans, along with the MLS President, the annual meeting of the Participants.
- Assists the officers and directors of the MLS in selecting a nominating committee and distributes the proposed slate of officers and directors to the participants for approval.

REAL ESTATE ISSUES AND TRENDS

- Continually stay abreast of Real Estate Issues and Trends
- Distribute timely information to leadership and membership

COMMUNICATION AND PUBLICATIONS

- Promote interest and active participation by membership and report activities of the Association through its communications vehicle.

AE (continued)

EDUCATION

- Responsible for working with the education chair and education staff to ensure that certified facilitators are in attendance at any GAR Partner in Education
- Responsible for making sure all new members attend orientation certification within the guidelines of the GIAR Bylaws, including the new member code of ethics.

MARKETING

- Market the Association and the MLS in a favorable, defining way that demonstrates to the public what a REALTOR® is.

PUBLIC RELATIONS PROGRAM

- Serves as executive editor of the official monthly newsletter and all Association publications, obtaining and editing articles. Plan and execute all communication to the general membership, such as newsletters and general mailings.

WORKING WITH VOLUNTEERS

- Assist the president in selecting committee chairmen and determine their purpose and goals

FACILITIES AND EQUIPMENT

- Responsible for the scheduling of use of the training room, board room and conference room B or upstairs conference room.
- Coordinates all building problems, maintenance, repairs, including grounds, etc., with the building committee.
- Maintenance issues that exceed \$1,000 to repair/replace must be approved by the MLS Board of Directors.

HUMAN RESOURCE MANAGEMENT

- Direct and coordinate all approved programs, projects and major activities of the Association staff.
- Recruit, hire, indoctrinate, train and motivate staff, and responsible for promotions and terminations.
- Obtain maximum utilization of staff by clearly defining their duties, establishing performance standards, conducting performance reviews and maintaining a competitive salary structure.
- Provide liaison and staff support to committee chairmen to enable them to properly perform their functions and maintain close communications with all committees
- Schedule, prepare for, and attend an annual personnel committee meeting composed of the GIAR President and GI MLS President, the GIAR and GI MLS treasurers, the Budget Committee Chairman and, if necessary, other members as deemed necessary by the GIAR and GI MLS president.

LEGAL AND REGULATORY ACTIVITIES

- Maintain close contact with legal counsel in order to stay current on legal issues affecting the Association. Also, liaison between the Board of Directors and legal counsel.

MEETING MANAGEMENT

- Liaison between committee chair and staff liaisons to ensure seamless execution of all necessary intention toward end result of meetings and / or event.
- Performs administrative functions for the Association, maintaining official minutes of the Association of Directors' meetings, monthly membership meetings, committee meetings, and other official meetings of the organization, provides security for all files, legal and historical documents membership and mail lists. Also prepares and/or supervises the preparation of correspondence for the Association.

MEMBERSHIP DEVELOPMENT

- Help plan, organize and direct membership promotion and retention programs; evaluate results, and recommend policies, procedures and actions to achieve higher membership goals, collect dues and terminate delinquent members.

PLANNING AND VISIONING

- Participates in activities and program offered by the State and National Association within the limits of the Association's budget.
- The CEO will attend meetings, educational seminars and programs deemed beneficial as the budget allows on Local, State, and National levels and disseminate the information to the Board of Directors and membership.

PRODUCT/PROGRAM DEVELOPMENT

- Committees: evaluate the committee processes in place on an ongoing basis
 - Provide effective leaders
 - Identify volunteers through an open and selective process
 - Thoroughly prepare members for meetings
 - Educate members about serving on committees
 - Recognize volunteers' commitment

PROFESSIONAL SERVICES

- Executes such contracts and commitments as may be authorized by the Board of Directors.

AE (continued)

- Assists in negotiating the contract for monthly luncheon meeting and coordinating arrangements for said meetings. Attends monthly luncheon meetings and keeps accurate minutes and records of such meetings.

COOPERATIVE AGREEMENT

Works with the State Board with regard to keeping the Enforced Cooperative Agreement and the Resolution up to date.

POLICY COMPLIANCE

- Responsible for execution of confirming dates for all BOD meetings, committee meetings, annual events (Circle of Excellence Luncheon, Annual Awards Ceremony, Realtor® Day, RPAC Reception, Annual Fundraiser, etc.) and making sure any required deposits are made in a timely manner.
- Have working knowledge of the Association Bylaws, MLS Rules and Regulations, and the National Association's Code of Ethics. Work with the Bylaws Committee to keep all bylaws and rules and regulations in compliance with the National Association of Realtors®.

DUES FORMULA

- Responsible for making sure membership dues to the State and National Association are paid on a timely basis.

STANDARDS OF CONDUCT FOR REALTOR® ASSOCIATIONS AND UNACCEPTABLE BUSINESS

- Responsible for making sure that the NAR Code of Ethics mandates is promoted to ensure that all REALTOR® members satisfy the requirement each term.

PRACTICES

- Ensure that the Officers and the Board of Directors are fully informed on the conditions of the Association and all external factors and attend all meetings of the Association of Directors.
- Plan, formulate and recommend, for the approval of the Board of Directors, basic policies and programs which will further the objectives of the association.
- Execute decisions of the Board of Directors, except when another assignment is specifically made by the Association.
- Develop, for the purpose of day-to-day administration, specific procedures and programs to implement the general policies established by the Board of Directors.
- Establish a sound organizational structure for the Board Office.
- Is responsible for making sure all Accounts Receivable are collected and that accounts for all dues and fees from the membership are deposited in respective bank accounts on a timely basis.

AE (continued)

- Responsible for making sure that Accounts Payable for the Board and the MLS are paid in a timely manner.
- Responsible for making sure bank reconciliations are done in a timely manner and that a review of the bank accounts is done quarterly.
- Maintain an active interest in civic organizations and community betterment.
- Maintain personal contacts with membership to the greatest degree possible.
- Maintain a strong working relationship with other local Boards, NAR and GAR.

- Carries out such other general responsibilities as may be delegated by the officers and directors of the GI MLS and the GIAR. Other duties and obligations as are apparent and necessary to ensure best possible results for any membership, local, State or National matters.

MEMBER POLICIES AND PROCEDURES

- Maintain a working relationship on the National level (NAR) and the state level (GAR). Keep current on their policies and procedures including the *Code of Ethics and Arbitration Manual* and *The NAR Multiple Listing Service Manual*.

MLS POLICIES AND PROCEDURES

- Imperative to stay on top of issues, laws and trends that affect the MLS.

POLITICAL AND GOVERNMENTAL AFFAIRS

- Work with NAR, GAR and local governmental affairs committee chair in order to keep abreast and inform the GI MLS and GIAR boards of legal issues, real estate trends, technology and governmental issues.
- Work with NAR, GAR and local GARPAC chair in order to assist and promote GARPAC. Professional Standards (policies and procedures). In agreement with the STATE PROFESSIONAL Standards Committee

MLS & EDUCATION SPECIALIST

This position reports directly to the CEO of the Golden Isles Association of Realtors® (GIAR). This position requires organizational skills and the ability to work with little supervision in the day-to-day activities of the Association. Computer skills are essential to this position. This position must have or develop a working knowledge of the purpose, policies, and function of the Association on a state, national, and local level. This position must have good people skills, which are needed to professionally and diplomatically handle the affairs of the Association.

- Performing clerical work is necessary for the function of the MLS Service and assists the CEO Officer in whatever tasks may designate, clerical or otherwise on a regular or intermittent basis.
- The MLS & Education Director is responsible for completing any work that they are given directly from the CEO Officer, which includes but is not limited to telephone calls, filing, copying, etc.
- The MLS & Education Director must have the maturity to see what needs to be accomplished and to perform these tasks with the knowledge at hand. The positions main objectives are to serve the membership, conduct the flow of business in an efficient manner and to convey to both the public and the members that the Association Office is here to provide service in a professional and courteous manner.

Position Description:	MLS & Education Director
Reports to:	Association Executive/ CEO
Basic function:	MLS Administrator, Education Committee
Functions Coordinator:	Assistant to the A.E./ CEO

RESPONSIBILITIES:

MLS:

- Monitor and maintain data entry in Board's Multiple Listing Service, check for accuracy and completeness
- Daily review of the Matrix Data Checker and follow up
- Forward possible violations requiring sanctions when guidelines and time restrictions are not met to MLS BOD
- Maintain and update MLS Member and Office roster
- Keep MLS Participant information updated
- MLS & Education Director continued
- Assisting CEO in planning and preparation of the Annual Participant's Meeting
- Assisting Bookkeeper with monthly MLS invoicing and collections

ADMINISTRATIVE DUTIES:

- Is fully knowledgeable of all GIAR and GIMLS governing documents (Board Bylaws and Policies and Procedures, Rules & Regulations, etc.)
- Extensive telephone and personal contact with general public and membership. Answers all calls promptly.
- Is knowledgeable of all departments in order to direct calls and questions to the proper person.
- Keeps informed of all Board programs, events and projects in order to answer questions and assist customers. Assist with membership questions.
- Maintaining accurate records in membership files and member databases (i.e., websites, assigned rosters, etc.).
- Prepares and publishes monthly weekly newsletter

• FOR MONTHLY BOARD OF DIRECTORS MEETING:

- Assist A.E. CEO as necessary in report preparation
- Produce monthly membership report.

• EDUCATION

- Works closely with the Education Chair and GAR regarding scheduling, promoting and preparation of each class
- Maintains registration
- Makes copies for the classes if GAR PIE sponsored
- Makes sure that Bio's are available for introduction
- Keeps a supply of course evaluations are available as well as the Certified Facilitator form
- After GAR certification is received, makes copy for the New Education Binder or makes a copy of the original sign in sheet for records
- Helps A.E. keep abreast of NAR Code of Ethics requirement
- Other duties as needed

• MLS ANNUAL LOCKBOX AUDIT

- Responsible for working with Lockbox Committee Chair for the annual lockbox inventory and maintenance of lockboxes

MLS & Education Staff Member (continued)

ANNUALLY AND AS NEEDED:

- Assist A.E. in updating and keeping the Policies and Procedures Manual.
- Assist Membership & Finance Director with ordering office supplies by informing of needs.
- Is responsible for maintaining and monitoring library materials.
- Maintaining member databases for Affiliate and Membership recruitment.
- When A.E. is out of office responsible for checking voice mail and e-mail daily and transfers messages to appropriate staff member.
- Types correspondence and reports as required
- Responsible for asking questions when you have questions
- Learning to use appropriate software/ requesting training as needed.
- Making sure that the mail is mailed each evening
- ***Boards/Committees assigned to** (Attends Committee Meetings, records minutes and maintains Minutes Book with regard to assigned committees:
 - MLS Board of Directors
 - Education
 - Processes correspondence special mailings (Orientation, Code of Ethics, etc.)
 - E-Mails and faxes notices for committee meetings and other pertinent information notices.

MEMBERSHIP & FINANCE DIRECTOR

The **Membership & Finance Director** is responsible for handling the Golden Isles Association of Realtors® (GIAR) accounts receivable invoices and for preparing bank deposits. The position will collect, in a timely manner, all dues/fees related to GIAR and the Golden Isles Multiple Listing Service, Inc. (GIMLS). Perform clerical work necessary for the function of **this position** and assist the CEO Officer in whatever tasks may designate, clerical or otherwise on a regular or intermittent basis.

The **Membership & Finance Director** is responsible for completing any work that they are given directly from the CEO Officer, which includes but is not limited to telephone calls, filing, copying, etc.

The **Membership & Finance Director** must have the maturity to see what needs to be accomplished and to perform these tasks with the knowledge at hand. The positions main objectives are to serve the membership, conduct the flow of business in an efficient manner and to convey to both the public and the members that the Association Office is here to provide service in a professional and courteous manner.

Position Description **Membership & Finance Director**
Reports to: CEO
BASIC FUNCTION: All Bookkeeping Duties, Membership Services Responsibilities—

-
- **BOOKKEEPING:**
 - Remits dues to GAR and NAR in a timely manner and reports all changes of membership as necessary. Coordinates dues remittance with A.E.
 - Processing membership dues billing: generating annual billing (ecommerce),
 - Invoicing new members (pro-rated and including GARPAC) at time of application
 - MLS fees monthly billing to Participants and collecting same in a timely manner
 - Generating MLS late fees no later than the 15th of each month sent certified mail
 - Invoicing lockbox fees to new MLS participants/subscribers
 - Adjusting accounts (credits, debits) of members in conjunction with CEO or CPA.
 - Keeps account of budget line items which pertain to job functions to ensure operations remain within budget.
 - Is the Golden Isles Association of Realtors® POE (Point of Entry administrator)for Nrds (National Realtor Data System) and is responsible for keeping Nrds records up to date
 - Responsible for understanding all policies and procedures of GARPAC and for processing GARPAC monies from members as a priority
 - Responsible for all monthly bank statement reconciliations and notifies A.E. at completion and relates any corrections
 - Responsible for A/P and paying invoices within due date period

Membership & Finance Director (continued)

- Processes payroll
- Processes monthly liabilities
- Maintains A/R, A/P and member files
- Assists auditors with audits and reviews
- Prepares quarterly back up for the CPA in a timely fashion
- Responsible for backing up QB's (QuickBooks) daily
- Ordering office supplies and making sure line item remains within budget

MEMBERSHIP

- Responsible for being fully knowledgeable of all governing documents (Board Bylaws and Policies and Procedures, Rules & Regulations).
- Extensive telephone and personal contact with general public and membership. Answers all calls promptly.
- Is knowledgeable of all departments, committees, etc., in order to direct calls and questions to the proper person.
- Handling all inquiries and requests related to membership.
- Drafting member correspondence regarding membership.
- Maintaining accurate records in membership files and member databases (i.e., MLS, Quickbooks, assigned rosters, etc.)
- Administering new member application process.
- Administering Annual Firm Certification process.
- Administering Annual Dues Billing processes (REALTORS® & Affiliates)
- Issue Lockbox inventory (SmartCards, Readers, Lockboxes)
- Attends Committee Meetings, records minutes and maintains Minutes Book.
- Assists A.E. in preparation of the monthly Board of Directors meetings
- Assists A.E. with duties as requested
- Types correspondence and reports as required
- Responsible for asking questions when you have questions
- Learning to use appropriate software/ requesting training as needed.
- Making sure that the mail is mailed each evening

Membership & Finance Director (continued)

BOARDS/COMMITTEES ASSIGNED TO THE FOLLOWING COMMITTEES GOLDEN ISLES ASSOCIATION OF REALTORS®

- Budget
- Programs
- GARPAC (assisting A.E.)
- Member Services & PR (New Member Orientation)
- Keeps track of qualified attendees *and* sends attendance request letters and maintains registration
- Promotes and reminds new members of upcoming Orientation

COMMUNITY RELATIONS

- Assists Chairman with distribution of agenda, notices, etc. for meetings
- Makes copies for binders
- Prepare Annual Committee Folder for New Committee Chairman

ASSISTANCE TO AE/CEO

- Assist A.E. with the Annual President-Elect Retreat
- Assists A.E. with duties as requested and performs other clerical duties as assigned including filing, paying dues, correspondence, travel logs, etc
- Programs & REALTOR® Day
- Help prepare for REALTOR® Day (golf flyer, mail outs for GRPAC Dinner, supplies, promotion of, etc.)
- Provide minutes of meetings for same making sure that the minutes are added to the Committee Binder for audit purposes:
- Assists A.E. in preparation of the monthly Board of Directors meetings
- *and any other committees upon request*

MEMBER SERVICES & COMMUNICATIONS SPECIALIST

This position reports directly to the CEO of the Golden Isles Association of Realtors® (GIAR). This position requires organizational skills and the ability to work with little supervision in the day-to-day activities of the Association. Computer skills are essential to this position. This position must have or develop a working knowledge of the purpose, policies, and function of the Association on a state, national, and local level. This position must have good people skills, which are needed to professionally and diplomatically handle the affairs of the Association.

Performing clerical work is necessary for the function of the position and assists the CEO Officer in whatever tasks may designate. The Member Services & Communications Specialist is responsible for completing any work that they are given directly from the CEO Officer. The Member Services & Communications Specialist must have the maturity to see what needs to be accomplished and to perform these tasks with the knowledge at hand. The positions main objectives are to serve the membership, conduct the flow of business in an efficient manner and to convey to both the public and the members that the Association Office is here to provide service in a professional and courteous manner.

Position Description:	Member Services & Communications Specialist
Reports to:	Association Executive/ CEO
Basic function:	Membership, Communications & Community Outreach
Functions Coordinator:	Assistant to the A.E./ CEO

RESPONSIBILITIES:

ADMINISTRATIVE DUTIES:

- Is fully knowledgeable of all GIAR and GIMLS governing documents (Board Bylaws and Policies and Procedures, Rules & Regulations, etc.)
- Telephone and personal contact with general public and membership. Answers all calls promptly.
- Is knowledgeable of all departments in order to direct calls and questions to the proper person.
- Keeps informed of all Board programs, events and projects in order to answer questions and assist customers. Assist with membership questions.
- Maintaining accurate records in membership files and member databases (i.e., websites, assigned rosters, etc.).
- Prepares and publishes monthly weekly newsletter

FOR MONTHLY BOARD OF DIRECTORS MEETING:

- Assist A.E. CEO as necessary in report preparation
- Produce monthly membership report.

CIRCLE OF EXCELLENCE* (WITH A.E. ASSISTANCE)

- Annually assists A.E. in updating Circle of Excellence Application and By-Laws.
- Publishes forms, rules & regulations to website
- Maintains applications making sure that all requirements are met in Excel format (xls)
- Assists with the annual luncheon
- Other duties as needed

MEMBER SERVICES

- Shall work with CEO and Member Services Committee to provide member benefits and services that will enhance and upgrade existing offerings, all in the name of keeping members informed, up-to-date, and equipped with the most modern tools and resources. Preparation for, and assisting in, conducting board orientation for new members. (Shall work in collaboration with other committees as warranted)

TECHNOLOGY COMMITTEE

- Liaison for the Technology Committee

ASSOCIATION COMMITTEES:

FUNCTIONS:

- To establish and to provide programs which meet and exceed the goals and expectations of the members, for the members and to do so cost effectively.
- Committees are the lifeblood of an association. They provide forums for ideas and visioning, and they accomplish the majority of an association's work. But committees are only as good as the committed volunteers who serve on them.
- The traditional way to recruit committee members is by asking them to complete committee appointment request forms and return them to the association. This method seldom brings new blood to committees. Overused volunteers can “burn out” and become less involved or uninvolved.
- Good committee volunteers might not beat down an association's door to serve, so leaders and staff might have to go out and find them. Most members cannot resist a personal invitation from the president or other leaders to serve on a committee. Seek members who are committed to working and sharing their energies with the association for at least one year's time.
- In some cases, a “recruiter” might have to “pitch” the position of committee chair or member by describing the committee charge, its goals and objectives, and its hope for making a difference. A recruiter should also pitch how a particular member's skills and talents fit a committee.
- Reasons for serving on committees are many and varied. For some members it is the desire to make a difference and for other members it is an opportunity to display loyalty to the association or to the committee leader. Committee member identification is both an open and selective process. Committee leadership, association leadership, and association staff should identify members who have expertise in each committee's area. A balance of experts and interested members is ideal when considering committee composition. Association leadership and staff should be receptive to eager and interested members and encourage them to become involved in the committee process.
- There are four basic types of volunteers:
 - creative
 - pragmatic
 - big thinker
 - team player

Association Committees (continued)

- **Creative** -- Creative members often provide the fuel that moves a committee to make decisions. Not all of their ideas are workable, but creative types are always thinking.
- **Pragmatic** -- A pragmatic member will keep a creative one from getting carried away with an idea. Pragmatics typically understand the limits to what an association can undertake. It helps if a chairperson is a pragmatic type, but not if he or she is too quick to point out why a creative's idea will not work.
- **Big thinker** -- Big thinking members are big-picture people. They rally the association's mission. Although less prolific than creative members, they usually have more foresight because they have a deep understanding of the association's strategic plan.
- **Team player** -- A team player works well with others for the good of all. It is important that all committee members have at least some elements of the team-playing trait, especially the chairperson. The point of being a team player is to work with others to brainstorm ideas and programs the entire committee will support.

COMMITTEE STAFF LIAISON

- **STAFF LIAISON** – The Staff Liaison is assigned by the CEO and serves as an advocate, advisor, administrator, and resource to enable each Committee to fulfill its charge and accomplish its goals within its stated scope, purpose, and budget and in accordance with the GIAR Vision, Core Values, and the Strategic Plan.

COMMITTEE PREPARATION

- To prepare committee members and ensure that meetings run as efficiently and effectively as possible, send the agenda and any supplemental resource materials well in advance of a scheduled committee meeting.
- Include a cover letter or memo explaining the details surrounding the meeting.
- The agenda should be a map for accomplishing the committee's assigned objectives and time frames.
- If necessary, gather or develop accompanying material to supplement the agenda item so that the committee members can study the issue prior to the committee meeting.
- To reduce the length of the actual meeting, request that committee members come prepared to discuss each agenda topic in depth. Give members homework assignments, if necessary.
- Encourage members to ask the chair or other designated resource person about any issues prior to the meeting.
- **REMINDER:** If an agenda and related material cannot be produced in enough time before a meeting, there is probably no need to schedule that meeting, after all.

MONITOR COMMITTEE PROGRESS

Establish a system that promotes ongoing communication between the committees and the board of directors. One way to monitor committee progress is to create a status chart that outlines each committee's goals and objectives based on the association's strategic plan.

Such a chart is comprised of:

- committee name
- chairperson's name
- members' names
- committee's program strategies and objectives
- the progress made so far toward fulfilling the objectives
- time frame for completion
- Regularly update the chart so that directors will know the status of any given project. If progress is too slow, the directors can contact the committee to remind it of the tasks to be completed. A progress report could be used, but it is more likely that a chart displayed at the association office will be visible and more effective than a report distributed with other association handouts and news.
- Each Committee Chairman and each member on any committee will sign the Association's Confidentiality Agreement and Conflict of Interest at the attendance of their first committee meeting of the new year. Members on more than one committee will sign an agreement for each committee they sit on.

GOLDEN ISLES ASSOCIATION OF REALTORS® COMMITTEE CHAIRPERSON DUTIES

RESPONSIBILITIES

Within the limits of the Charter and Bylaws of the Golden Isles Association of REALTORS® and policies established by the Board of Directors, the Committee Chairman, with appropriate delegations:

- Chairs all committee meetings during this appointed term of office.
- Liaison with elected officers and staff to develop annual committee objectives. Reports to the President at his/her request.
- Oversees the progress of committee members in completing assigned projects. Understands the committee's purpose and objectives.
- Develop the final agenda for each meeting.
- Approves minutes after each meeting.
- Carries committee actions and concerns to the Board of Directors.
- Provides input to staff for completion of the annual planning and budgeting cycle.
- Recommends to elected officer's potential committee leadership, as required.
- Standing committees are required to meet at least three (3) times per year except the Budget, Nominating, Grievance and Professional Standards who will meet when needed.
- All committee meetings must be scheduled through the Association Office staff and all meetings must be held at the association office.
- A minimum of four (4) committee members shall constitute a quorum, except when a committee consists of more than nine members. A committee consisting of more than nine members must have five (5) members to constitute a quorum.
- All expenditures must be approved through the Board of Directors. The budget is merely a picture of what the Association expects to spend for the year.
- As a chairperson please do not take your responsibility lightly. Do not be a committee of one! Work closely with the staff and other committee members to see that your term is most productive. Always use the "team concept" so that no one person is burdened with a full workload. The pleasure of doing a job well and the sense of team accomplishment becomes a positive experience. Thank you for your time, dedication and experience.

GOLDEN ISLES ASSOCIATION OF REALTORS®
COMMITTEE PREPARATION GUIDELINES

- To prepare committee members and ensure that meetings run as efficiently and effectively as possible, chairman **should send the agenda** and any supplemental resources materials to staff and committee members well in advance of a scheduled meeting.
- The agenda should be a map for accomplishing the committee's assigned objectives and time frames.
- If necessary, gather or develop accompanying material to supplement the agenda item so that the committee members can stud the issues prior to the meeting.
- To reduce the length of the actual meeting request that committee member's come prepared to discuss each agenda topic in depth. Give members homework assignments, if necessary.
- **Always 'THINK GREEN'!**

AWARDS COMMITTEE:

PURPOSE: The Awards (Recognitions) Committee shall oversee Special Awards and recognitions as defined in the Awards Guidelines and is responsible for the Annual Awards Ceremony (working with the Programs Committee, if required (collaborating and working with other committees as needed)).

COMPOSITION: A minimum of five (5) REALTOR® members, in addition to the Chair, VP of Professional Development and additional members, as recruited by the Chair or indicated in the Awards Guidelines

CHAIR: Appointed by the President

RESTRICTIONS: Chair must be a GIAR REALTOR® member

TERM: One (1) year - New committee term begins at post-banquet wrap-up meeting

TERM LIMITS: Two (2) years for Chair

QUORUM: At least three (3) five (5)

COMMITTEE LIAISON: VP of Professional Development

STAFF LIAISON: CEO

DUTIES & RESPONSIBILITIES:

- Chair shall present timely and updated information to the VP of Professional Development prior to the BOD monthly meeting for a report of activities
- Schedule committee meetings for the year with the staff liaison
- Shall be available at the Board Office no later than 45 days prior to the Awards Ceremony to accept applications, answer questions and address concerns from the membership
- Shall present to the BOD a list of all qualified applicants in each category
- Prior to August 31st, shall present an anticipated budget request to the VP of Administration & Finance and the Budget Chairman for the next fiscal year
- Shall present timely and up-dated information to the CEO
- Shall comply with the approved Awards Guidelines
- Shall annually review Awards Guidelines and make recommendations for enhancement, additions, deletions, and/or modifications to the BOD
- Shall understand the goals and objectives of the NAR Core Standards requirements
- Shall work with the chairs of the Circle of Excellence, YPN and Public Relations Committee to plan, schedule and execute the Annual Awards Banquet
- Shall refer to and support the established goals of the Association in planning and implementing the awards program.

BUDGET/PERSONNEL COMMITTEE

Purpose: shall oversee the physical assets and assist in maintaining financial procedures and controls so as to allow the Board of Directors and the staff to carry out the financial business of the association in the most prudent and effective manner, allowing flexibility for unpredicted events.

Composition: GIAR President, GIAR President-Elect, Vice President of Administration and Finance, MLS President, MLS President-elect, MLS Secretary Treasurer and CEO

Number on Committee: 7

Chair: Vice President of Administration and Finance

Restrictions: All committee meetings will be closed to anyone other than committee members and appropriate staff unless otherwise permitted by the committee.

Option #1 – Members are required to have a signed GAR **Confidentiality and Non-Disclosure and Policy Agreement** on file with the staff liaison prior to any participation with the committee.

Option #2 – Based on the nature of the material to be reviewed and/or discussed, members may be required to sign a GAR **Conflict of Interest Disclosure Policy and Agreement** for a specific discussion item. (RATIONALE: Since conflicts are not always known in advance and are very situational, disclosure needs to be announced at the time the member or committee becomes aware of the conflict).

TERM: One (1) year

TERM LIMITS: Two (2) years for Chair

QUORUM: Three (3)

COMMITTEE LIASION: VP of Administration & Finance

STAFF LIASION: Finance and Membership Director

Duties and Responsibilities:

- Shall be a liaison between the Chief Executive Officer and the Board of Directors.
- Shall present timely and updated information to the VP of Administration and Finance prior to the BOD monthly meeting for a report of activities
- Review with Staff the income and expenses for the previous year and prepare a recommendation of budget by September of each year to be presented to the BOD
- Shall work to create and implement an Investment policy – (completed already)
- Make sure that in accordance with ASAE guidelines the Association has a reserve account not to exceed 100% of its annual operating budget
- Shall refer to and support the established goals of the Association and the President of the Board of Directors in planning and implementing all activities
- Shall review staff employment contracts

- Shall recommend changes to office policies and procedures as necessary
- Shall recommend changes to personnel manual and personnel job descriptions as necessary
- Shall review CEO employee evaluations and approve salary adjustments recommended by the CEO
- The President, the President-Elect and the VP of Administration & Finance and the MLS President, Vice President and Secretary/Treasurer Shall conduct a performance evaluation of the Chief Executive Officer by October 31st, if possible. Such performance evaluation shall be completed on an appropriate performance evaluation form
- Shall annually review the Strategic Plan and set the Operational Objectives for the coming year
- Shall review and present the total administrative and operational financial needs to the Board of Directors and review and give recommendations for specific expenditures not included in the budget related to administrative and operational functions
- Shall oversee the maintenance and insurance of the property of the Golden Isles Association of REALTORS®
- All requests for funds are to be channeled through the Finance Committee for inclusion in its report to the Board of Directors as to the budgeting impact of such funds requests
- Shall annually review and approve any portion of each employee health insurance benefit fifteen (15) to forty-five (45) days prior to the renewal date
- Shall perform such other duties as directed by the Board of Directors, or the President

- **BUILDING AND GROUNDS COMMITTEE:**

- **PURPOSE:** The Building and Grounds Committee is responsible for maintaining the property at 1081 Gloucester Street, Suites A, B, C, D, and E. The Building & Grounds Committee oversees all activities associated with the operation, maintenance, safety and security of all buildings, grounds, furnishings and equipment owned by the Golden Isles Multiple Listing Service and Golden Isles Association, except items expressly the responsibility of another committee. As needed, the Building Committee assists the Board of Directors on matters relating to the building, facilities, and grounds.
- **COMPOSITION:** At least three (3) REALTOR® Members
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** Chair must be REALTOR® Member
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** Two (2)
- **COMMITTEE LIASION:** VP of Administration & Finance
- **STAFF LIASION:** Finance and Membership Director
- **DUTIES & RESPONSIBILITIES:**
 - Preparing annual Building Committee budget and amendments to same for submittal to the Board of Directors.
 - Reviewing requests regarding buildings, grounds, furnishings and equipment owned by the Association and determine what, if any, action should be taken. When funds are needed for expenditures within the Building Committee Purpose, but beyond the approved budget, the Committee will request assistance from the Board of Directors.
 - Contracted maintenance and other services that may be needed from time to time to carry out the purposes of the Committee. Maintaining an inventory of furniture and fixtures.
 - Performing a detailed quarterly inspection of the building, grounds, furnishings and equipment of the Association and determine any action needed to take care of a need.
 - Research, set and regulate fees and rental rates, or deviations from current rates and fees.
 - Performing or arranging for all needed purchases or maintenance, or approving the work be coordinated by Membership & Finance Director. Any charges over \$1,000 will need to be approved by the Building Committee and/or the Board of Directors.
 - Staying informed of, and complying with, all code compliance and OSHA requirement
 - Reviewing, recommending and approving the decorating, painting, structural changes or remodeling of any part of the building at 1801 Gloucester Street.

BYLAWS/POLICIES & PROCEDURES

PURPOSE: The Bylaws/Policies & Procedures Committee shall review recommendations and requests by NAR and GIAR members for revisions or amendments to the GIAR Bylaws, the GI MLS Bylaws and GI MLS Rules & Regulations and the Policy and Procedures Manuals, to apply changes and requests/recommendations by Membership and NAR

COMPOSITION: At least three (3) REALTOR® Members

CHAIR: Appointed by the President

RESTRICTIONS: Chair must be REALTOR® Member

TERM: One (1) year

TERM LIMITS: Two (2) years for Chair

QUORUM: ~~One (1)~~ **Two (2)**

COMMITTEE LIASION: VP of Administration & Finance

STAFF LIASION: CEO

DUTIES & RESPONSIBILITIES:

- Shall prepare official resolutions and proclamations as directed by the Board of Directors.
- Shall review recommendations for revisions to the Bylaws / Policies & procedures as directed by the BOD
- Shall forward recommendations to the appropriate BOD in accordance with the GIAR & GI MLS Bylaws for review
- Shall present a budget request to the VP of Administration & Finance for the next fiscal year
- Shall refer to and support the established goals of the Association when reviewing and making recommendations

CIRCLE OF EXCELLENCE:

PURPOSE: The Circle of Excellence Committee shall be to recognize members of the Golden Isles Association of REALTORS® who have excelled in the real estate sales and property management during the qualifying period. All changes to the Rules/Regulations that govern membership in the Circle of Excellence shall first be approved by the Circle of Excellence committee and then the Board of Directors. (Shall work in collaboration with other committees as warranted)

COMPOSITION: Twelve REALTOR® Members. There will be a standing committee of at least 12 members. Members must be current members of the Circle of Excellence with the majority being Life Status Members. If at all possible, the committee will consist of equal representation from the Islands, the Brunswick area and McIntosh County and no more than one representative from a company may be on the committee unless the members are from branch offices. The members shall be appointed, as required, by the President, subject to approval by the Board of Directors. The initial term shall be as follows: 1/3 - 3 years, 1/3 - 2 year, and 1/3 - 1 year. After the initial term, all terms will be for 3 years.

CHAIR & COMMITTEE: The committee shall annually select its own Chairman and Vice Chairman (or, alternatively, the President shall annually designate the Chairman of the committee).

RESTRICTIONS:	Chair must be GIAR REALTOR® Member
TERM:	Staggered terms
TERM LIMITS:	Two (2) years for Chair
QUORUM:	Four (4)
COMMITTEE LIASION:	President
STAFF LIASION:	CEO

DUTIES & RESPONSIBILITIES:

- Chair shall present timely and updated information to the VP of Professional Development prior to the BOD monthly meeting for the report of activities.
- Shall establish the criteria and the limits for application to the Circle of Excellence
- Shall establish deadline date for application submission annually
- Shall establish application fees
- Shall establish and review the governing documents (rules and regulations) of the Circle of Excellence
- Shall be responsible for administering alleged violations of the rules and regulations that do not involve charges of alleged unethical conduct or requests for arbitration and shall refer to Section **10** of the R&R's for sanctioning member of Circle of Excellence, if necessary.

- The Circle of Excellence has been established and is sponsored by the Golden Isles Association and all actions of the Circle shall be subject to the approval of the Board of Directors. The Board of Directors of the GIAR reserves the right to dissolve the Circle at its discretion.

- **COMMUNITY RELATIONS (SUNSHINE COMMITTEE IS A SUBCOMMITTEE):**

- **PURPOSE:** The purpose of the Community Service Committee is to promote a positive image to the community as well as give back to the community. Responsible for community leadership in helping various charities and other organizations in raising and collecting funds for their causes as well as public awareness. (Shall work in collaboration with other committees as warranted) Sunshine is a subcommittee of CR.
- **COMPOSITION:** At least eight (8) REALTORS®/Affiliates
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** None
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** At least three (3)
- **COMMITTEE LIASION: VP of Member & Public Services**
- **STAFF LIASION:** Member and Finance Director
- **DUTIES & RESPONSIBILITIES:**
- Shall plan, recruit volunteers and carry out the 'plan of work' within the guidelines approved by the BOD **and as required by NAR Core Standards**
- Shall present a budget request to the VP of Administration & Finance and Budget chair for the next fiscal year
- Shall conduct annual fundraiser(s) as its main duty and provide that other consideration should be to efforts/charities that promote home ownership and support the goals of the Association and the Association budget
- Shall present the Public Relations Chair, or the CEO, with timely and up-dated information for publication
- Shall refer to, and support, the established goals of the Association in planning and implementing the Community Service programs
- Distribution of excess Community Relations funds are subject to approval of the Community Relations Committee by a majority vote, provided the following guidelines are met: (1) Staff
 - liaison is present, (2) committee has a quorum, (3) recommended action supports the goals of the association
- There will be a dedicated budget for funds that will be available for renewal of designated community programs/non-profits that GIAR supports: Chamber, Land Trust, KGIB, and others as approved by the BOD and when funds are available.
- Shall understand the goals and objectives of the NAR Core Standards requirements
- Shall refer to, and support, the established goals of the Association and the President of the Board of Directors in planning and implementing all activities

- **PUBLIC RELATIONS COMMITTEE**

- **PURPOSE:** The purpose of the Public Relations Committee is to promote a positive image to the community and will work to increase the public awareness of the Association through press releases, marketing funds and current social media forums. Collaborates and works with all committees of GIAR: Awards, Circle of Excellence, Community Relations, Education, Governmental Affairs, Member Services, Programs, RPAC, Technology & YPN
- **COMPOSITION:** At least eight (8) two (2) REALTORS®/Affiliates
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** None
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** At least three (3)
- **COMMITTEE LIASION:** VP of Member & Public Services
- **STAFF LIASION:** MLS & Education Director

- **DUTIES & RESPONSIBILITIES:**

- Chair shall present timely and updated information to the VP of Member and Public Services prior to the BOD monthly meeting for a report of activities
- Chair shall work with staff liaison to schedule committee meetings for the year
- Shall cultivate a positive reputation with the public through various unpaid or earned communications, including traditional media, social media, and in-person engagements
- Shall have a conceptual understanding and working knowledge of social media and GREC and state laws that pertain to using social media
- Shall seek to educate the public that the term REALTOR® is synonymous with professionalism and competency when promoting community accomplishments
- Relate to the public that REALTORS® adhere to a strict code of ethics and encourage the consumer to select a REALTOR® as a trusted resource for real estate services
- Communicate achievements, accomplishments and triumphs of REALTOR® and Affiliate members to the membership and the public through Public Service Announcements and social media outlets
- Develop an annual plan for PSA's highlighting REALTOR® membership, Fair Housing, Diversity, Ethics, etc.
- Use marketing budget to promote GIAR
- Construct and distribute press releases about Association efforts, events, accomplishments and triumphs to appropriate media outlets
- Shall present a budget request to the VP of Administration & Finance and work within the guidelines of the budget
- Shall understand the goals and objectives of the NAR Core Standards requirements

- **EDUCATION COMMITTEE**

- **PURPOSE:** The Education Committee shall oversee the delivery of education courses to fulfill the practical educational needs of the membership. Responsible for scheduling and facilitating seminars and classes, working in conjunction with the Board AE, and within the guidelines and budget approved by the Board of Directors. (Shall work in collaboration with other committees as warranted)
- **COMPOSITION:** At least ten (10)
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** Chair must be REALTOR® member
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** Three (3)
- **EXECUTIVE COMMITTEE LIASION:** VP of Professional Development
- **STAFF LIASION:** MLS & Education Director

- **DUTIES & RESPONSIBILITIES:**

- Shall schedule a minimum of six (6) CE classes to be presented locally each year to include the Code of Ethics Training, Fair Housing and REALTOR® Safety
- Shall refer to and abide by the Education Procedures as approved by the Board of Directors
- Shall schedule a minimum number of classes which would achieve the budgeted monetary amount set forth in the approved budget
- Shall work in conjunction with the CEO to schedule, implement and present to the members the CE classes within the guidelines and budget approved by the BOD
- Shall provide timely and up-dated information to the VP of Professional Development
- Shall present a budget request to the VP of Administration & Finance for the next fiscal year
- Shall refer to and support the established goals of the Association in planning and implementing the education program
- Shall understand the goals and objectives of the NAR Core Standards requirements

• ~~HOUSING OPPORTUNITY & DIVERSITY COMMITTEE – EQUAL OPPORTUNITY – CULTURAL DIVERSITY COMMITTEE (NOT PRESENTLY AN ACTIVE COMMITTEE)~~

- **PURPOSE:** The Equal Opportunity – Cultural Diversity Committee shall develop and recommend policy promoting equal opportunity in housing and diversity within the real estate industry. To identify the concerns and needs of minority members **our diverse membership** and to assist in the development of actions to address those concerns and needs. Shall develop and recommend policy promoting equal opportunity in housing and diversity within the real estate industry. (Shall work in collaboration with other committees as warranted)

- **COMPOSITION:** At least five (5)
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** Chair must be REALTOR® members
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** Three (3)

- **EXECUTIVE COMMITTEE LIASION:** VP of Governmental Affairs VP of Member & Public Services

- **STAFF LIASION:** CEO

- **DUTIES & RESPONSIBILITIES:**
 - Shall present a budget request to the VP of Administration & Finance for the next fiscal year
 - Shall provide timely and up-dated information to the VP of Governmental Affairs and Director VP of Member & Pubic Services for publication
 - Shall refer to and support the established goals of the Association in planning and implementing programs

- **GOVERNMENTAL AFFAIRS COMMITTEE**

- **PURPOSE:** The Governmental Affairs Committee shall review public policy issues affecting the real estate industry and forward issues of concern to the BOD. Encourage member awareness of Fair Housing Laws. Monitors litigation that adversely affects the industry and reviews legal documents for recommendation of the Board of Directors. Keep up to date on local, state, and national legislative action concerning REALTORS® and property owners and informs the members of changes to the laws. (Shall work in collaboration with other committees as warranted)
- **COMPOSITION:** At least five (5)
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** Chair must be REALTOR® members
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** Three (3)
- **COMMITTEE LIASION:** VP of Governmental Affairs
- **STAFF LIASION:** CEO
- **DUTIES & RESPONSIBILITIES:**
 - Governmental Affairs Chair is requested to attend the weekly GAR State & Local Government Affairs meetings (January-March) with the VP of Governmental Affairs and the CEO (can be via Video Conference)
 - Shall be responsible for creating local 'Calls to Action' and seeking approval from the BOD before forwarding to the Membership
 - Shall contact GAR GAC to seek assistance on local issues when appropriate
 - Shall keep the Board advised of local GAC issues by obtaining information on, but not limited to, the following: County Board of Commissioners, Impact Fees, County Board of Education, Rezoning, Smart Growth, Moratoriums, etc.
 - Shall refer to and support the established goals of the Association
 - Shall understand the goals and objectives of the NAR Core Standards requirements

- **GIAR BOD NOMINATING COMMITTEE**

- **PURPOSE:** The Nominating Committee shall be responsible for annually nominating a slate of Officers/Directors.
- **COMPOSITION:** At least two (2) months before the annual election, a Nominating Committee of five (5) REALTOR® Members shall be appointed by the President with the approval of the Board of Directors. The Nominating Committee shall select one candidate for each office and one candidate for each place to be filled on the Board of Directors. The report of the Nominating Committee shall be mailed, or where permitted by state law, electronically transmitted to each Member eligible to vote at least three (3) weeks preceding the election. Additional candidates for the offices to be filled may be placed in nomination by petition signed by at least 20% of the REALTOR® Members eligible to vote. The petition shall be filed with the Chief Staff Executive at least two (2) weeks before the election. The Chief Staff Executive shall send notice of such additional nominations to all Members eligible to vote before the election. Recommendations from members for officers for the Association will be both solicited and considered, but these recommendations do not bind the Nominating Committee in its selection process.
- **CHAIR:** Immediate Past President. In the event the Immediate Past President is not able to chair, the President shall appoint a chair
- **RESTRICTIONS:** Members serving on the Nominating Committee shall not be eligible for election on the proposed slate
- **TERM:** One (1) year
- **QUORUM:** Three (3) for Nominating Committee
- **REPORTS TO:** Board of Directors/Membership
- **STAFF LIASION:** CEO

- **DUTIES & RESPONSIBILITIES:**

- Shall seek recommendations from the membership through e-mail, fax and in person **prior to May 1st**
- Shall present the slate to the BOD at the May BOD meeting if possible (informational purposes only)
- The Director of Member Services and/or CEO shall forward the proposed slate, along with the Bylaws Guidelines for submitting additional nominations to be placed on the slate, to each member, via e-mail, www.mygiar.com posting and fax.
- Shall refer to and support the established goals of the Association.
- Shall understand the goals and objectives of the NAR Core Standards requirements

- **GREEN COMMITTEE.**

- **PURPOSE:** To promote the benefits of and educate REALTORS®, Affiliates and the community on environmentally going Green. (Shall work in collaboration with other committees as warranted)
- **COMPOSITION:** At least five (5) REALTOR® / Affiliate members
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** None
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** Four (4)
- **COMMITTEE LIASION:** VP of Professional Development
- **STAFF LIASIONS:** CEO
- **DUTIES & RESPONSIBILITIES:**
 - Chair shall present timely and updated information to the VP of Professional Development prior to the BOD monthly meeting for a report of activities
 - Chair shall schedule committee meetings with the staff liaison for the year
 - Work with the President of the Board of Directors and members of the committee to establish the goals, duties and responsibilities of the committee in the first quarter of 209 to have them approved by the Board of Directors
 - Shall refer to, and support, the established goals of the Association and the President of the Board of Directors in planning and implementing all activities
 - Shall understand the goals and objectives of the NAR Core Standards requirements

- **GRIEVANCE & PS:** As of January 1, 2011 the Grievance and Professional Standards are a committees of the Georgia Association of REALTORS®. Appointments to the Professional Standards Committee and the Grievance Committee shall be consistent with the Cooperative Professional Standards Enforcement Agreement of the Georgia Association of Realtors®.

- **INVESTMENT COMMITTEE**

- **PURPOSE:** The Investment Committee shall be to set aside the designated funds yearly, as set forth in its rules and guidelines, to invest monies as allowed and to provide scholarships for the GIAR and GIMLS per the procedures. The successful goal of the Investment Committee is to guarantee the funds necessary for the continued operation of each organization and to allow flexibility for unpredicted events.
- **COMPOSITION:** Chair, GIAR President, GIMLS President and 4 members (GIAR Accountant is a permanent member not counted in numbers)
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** Must be a Participant or serving as President of either Organization
- **TERM:** (5) year staggered terms
- **QUORUM:** Four (4)

- **DUTIES & RESPONSIBILITIES:**

- Designate the net income yearly and deposit such into account(s) as set forth in their procedures
- Provide the application process and payout of GIAR and GIMLS scholarships in the amount of
 - \$1,500.00 annually. Application process due in October and payout by December 31 annually.
 - Provide the Building & Grounds the necessary funds duly applied for and approved by the
 - GIMLS Board of Directors, for building expenses deemed as capital expenses.
 - To develop a plan for the Investment fund yearly and report to the GIAR and GIMLS Board of
 - Directors in the first quarter of every year.
 - To provide quarterly reports to both the GIAR and GIMLS Board of Directors.
 - To provide for the audit of all funds under their control as per the procedures and guidelines.
 - Which shall be review, review, review, audit when the funds reach \$1 million. This review/audit
 - will be presented to both the GIAR and GIMLS Board of Directors for approval.
 - Any monies distributed by the Investment Committee will be verified, by signature, by at least,
 - three (3) members of the committee prior to its disbursement.
 - Chair shall present timely and updated information to the President prior to the BOD monthly
 - meeting for a report of activities

- Review with Staff the income and expenses for the previous year and prepare a recommendation of budget by September of each year to be presented to the BOD
- Shall work to create and implement an Investment policy
- Make sure that in accordance with ASAE guidelines the Associations reserve account does not
 - exceed 100% of its annual operating budget
- Shall refer to and support the established goals of the Association and the President of the Board of Directors in planning and implementing all activities
- Shall look at possibility of other scholarships for members/staff and the community at large.
- Shall require from day one a written history of all decisions kept for all to see.

- **MEMBER SERVICES COMMITTEE**

- **PURPOSE:** Shall provide member benefits and services that will enhance and upgrade existing offerings, all in the name of keeping members informed, up-to-date, and equipped with the most modern tools and resources. Preparation for, and assisting in, conducting board orientation for new members. (Shall work in collaboration with other committees as warranted)
- **COMPOSITION:** At least five (5) REALTOR® / Affiliate members
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** None
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** Two (2)
- **COMMITTEE LIASION:** VP of Public Relations & Member Services
- **STAFF LIASIONS:** Member & Finance Director

- **DUTIES & RESPONSIBILITIES:**

- Shall conduct New Member Orientation (Association in the AM and MLS in the PM) once every quarter
- Chair shall present timely and updated information to the VP of Member & Public Services prior to the BOD monthly meeting for a report of activities
- Chair shall schedule meetings with the Staff Liaison for the year
- Reevaluate the New Member Orientation presentation with Technology Committee to present an up to date representation of our services
- Evaluate current communication levels and methods used to be in touch with general membership, committees and leadership
- Work in increasing the value of Affiliate memberships and sponsorships
- Develop a “Sign up Now” sheet for new members to be able to sign up for committees at orientation
- Create a brief one-page sheet promoting membership and benefits of membership in GIAR for REALTOR® members and Affiliate members
- Know the current composition and demographics of the REALTOR® association membership, as well as non-member licensees.
- Understand the motivating factors behind a real estate licensee’s decision to join the REALTOR® association.
- Build the program around an association's strategic goals.
- Make membership building a continuous process (as it takes less effort to retain a member than it does to “resell” the benefits to that member once he or she leaves).
- Be sure members & affiliate members understand the benefits and programs at all three levels of the REALTOR® organization.
- Welcome and orient new members to get them involved with the association.

- Create a process to ensure programs and benefits are reviewed, updated or discontinued on an annual basis or even more frequently.
- Make members aware of NAR's Member Center (<http://membercenter.nar.realtor>), which has information about benefits at the national level.
- Encourage member involvement through a variety of association programs and events.
- Shall refer to, and support, the established goals of the Association and the President of the Board of Directors in planning and implementing all activities
- Shall understand the goals and objectives of the NAR Core Standards requirements

- **PROGRAMS COMMITTEE**

- **PURPOSE:** The Programs Committee, within the current Board approved budget, will be responsible for planning, implementing and hosting special programs as directed by the BOD and providing assistance and support during the membership meetings. (Shall work in collaboration with other committees as warranted)
- **COMPOSITION:** At least five (5) REALTOR® / Affiliate members
- **CHAIR:** Appointed by the President
- **RESTRICTIONS:** None
- **TERM:** One (1) year
- **TERM LIMITS:** Two (2) years for Chair
- **QUORUM:** Three (3)
- **COMMITTEE LIASION: VP of Member & Public Services**
- **STAFF LIASIONS:** Finance & Membership Director

- **DUTIES & RESPONSIBILITIES:**

- Chair shall present timely and updated information to the VP Member & Public Services prior to the BOD monthly meeting for a report of activities
- Shall schedule meetings for the year in coordination with Staff Liaison
- Shall work with the President and CEO in setting the following year Membership Meeting dates
- Shall select, with the approval of the President, the speakers for the Monthly Membership Meetings
- Shall plan the REALTOR® event
- Shall plan Affiliate Appreciation events
- Shall assist the Director of Member Services with on-site registrations and check-in for the membership meetings
- Shall coordinate with the President and CEO for special or 'themed' membership meetings
- Shall serve as hosts for membership meetings
- Shall coordinate with the Public Relations Committee for Program Announcements for the Newsletter and GIAR website
- Shall provide a budget for the following year
- Shall refer to and support the established goals of the Association in planning and implementing programs
- Shall understand the goals and objectives of the NAR Core Standards requirements

REALTORS® POLITICAL ACTION COMMITTEE (RPAC)

PURPOSE: The REALTORS® Political Action Committee (RPAC) shall be organized and operated primary for the purpose of collecting political contributions to be forwarded to GAR. (Shall work in collaboration with other committees as warranted)

COMPOSITION: At least eight (8) REALTOR® members

CHAIR: Appointed by the President

RESTRICTIONS: Chair / Vice Chair must be REALTOR® members

TERM: One (1) year

TERM LIMITS: Two (2) years for Chair

QUORUM: At least five (5)

COMMITTEE LIASION: VP of Governmental Affairs

STAFF LIASION: CEO

DUTIES & RESPONSIBILITIES:

- Shall actively seek to educate the membership concerning the impact of RPAC
- Shall actively solicit contributions from all members to achieve the Board goal of 100% participation
- Shall maintain an on-going list of donations to be submitted to the Director of Member Services and/or CEO for publication
- Shall report to the Board of Directors, through the VP of Governmental Affairs, on progress of the RPAC campaign
- Shall operate fund-raising in compliance with the FEC, GAR and NAR
- Shall immediately forward contributions to the Director of Member Services and/or CEO (staff) to be forwarded to GAR using the approved GAR form within the time limits established by the FEC
- Shall refer to and support the established goals of the Association in planning and implementing programs
- Shall understand the goals and objectives of the NAR Core Standards requirements

TECHNOLOGY

PURPOSE: Responsible for research and making recommendations to the Board of Directors concerning computer upgrades, software, and technology trends. Is also responsible for helping membership with new technology and updates.

COMPOSITION: At least eight (8) REALTOR® members

CHAIR: Appointed by the President

RESTRICTIONS: Chair must be REALTOR® members

TERM: One (1) year

TERM LIMITS: Two (2) years for Chair

QUORUM: At least three (3)

COMMITTEE LIASION: VP of Administration & Finance

STAFF LIASION: Member Services & Communications Specialist

DUTIES & RESPONSIBILITIES:

- Shall actively seek to educate the membership concerning social networking, technology, new trends, etc.
- Shall assist office staff and/ or offer training classes for MLS, SentiLock, etc.
- Chair shall present timely and updated information to the VP of Administration & Finance prior to the BOD monthly meeting for a report of activities
- Shall work with Staff to support the website with content, videos, pictures, etc. and to be used by the Public Relations Committee
- Shall work with Staff for videos and pictures of events and membership meetings for the GIAR website and to be used by the Public Relations Committee and Community Relations Committee
- Shall refer to and support the established goals of the Association in planning and implementing programs
- Shall understand the goals and objectives of the NAR Core Standards requirements

YPN (YOUNG PROFESSIONALS NETWORK):

PURPOSE: The YPN Committee Helps young at heart real estate professionals excel in their careers by giving them the tools and encouragement to become involved in their REALTOR® Associations, the real estate industry, their peers and their communities. (Collaborates with Awards, Programs, Member Services and Community Relations)

COMPOSITION: At least Eight (8) members
CHAIR: Appointed by the President
RESTRICTIONS: None
TERM: One (1) year
TERM LIMITS: Three (3) years for Chair
Quorum: Three (3)
Committee Liaison: VP of Member & Public Services
Staff Liaison: Member & Public Services Specialist

DUTIES AND RESPONSIBILITIES:

- Chair shall present timely and updated information to the VP of Member & Public Services prior to the BOD monthly meeting for a report of activities
- Schedule Committee Meetings for the year, with the Staff Liaison
- Inform members of the YPN benefits and use of the NAR websites, FaceBook pages and Blog sites
- Encourage participation in Association, GAR and NAR classes, events and fund-raisers
- Set up a kickoff membership event to encourage membership. Using fun, nonintimidating icebreakers to get attendees warmed up
- Increase membership and participation of YPN members
- No age restrictions are to be imposed to prospective members and encourage the “young at heart” saying
- Apply for Network of the Year award, due in August of each year
- Organize a Habitat for Humanity event
- Host monthly or Quarterly happy hour networking events
- Sponsor a real estate workshop or seminar
- Host a YPN Open House tour and tour as a band of professionals with YPN badges
- Start up and maintain a GIAR YPN FaceBook page or social media platform for local members and link to state and national sites
- Plan a joint event with other young professional groups
- Shall work within the guidelines of the budget
- Shall refer to and support the established goals of the Association and the President of the Board of Directors in planning and implementing all activities
- Shall understand the goals and objectives of the NAR Core Standards requirement

• ASSOCIATION CALENDAR PROCEDURES

PLANNING PROCESS:

The President, President Elect, Events Administrator and the CEO shall review the activity of the association for the up-coming year to set dates and/or make recommendations for the following annual functions:

AFFILIATE ANNUAL APPRECIATION EVENT (if applicable): Shall make recommendations to the Programs Committee based on the overall calendar to best serve the membership. The Programs Committee shall make the final decision based on availability of the location and committee members.

ANNUAL (AWARDS) EVENT (if applicable): Shall make recommendations to the President & President Elect based on the overall calendar to best serve the membership. The Awards Committee shall make the final decision based on availability of the location and committee members.

ANNUAL COMMUNITY RELATIONS FUNDRAISER (if applicable): Shall make recommendations to the Community Relations Committee based on the overall calendar to best serve the membership. The Community Relations Committee shall make the final decision based on availability of the location and committee members.

EDUCATION COURSES: Shall make recommendations to the Education Committee based on the overall calendar to best serve the membership. The Education Committee shall make the final decision based on availability of the instructors, the location, facilitators and committee members.

PRESIDENT ELECT RETREAT: The President Elect shall set the date for the annual leadership training notifying the Association Staff of the date prior to confirmation.

MEMBERSHIP MEETINGS: Shall set all dates as provided for in the budget. The Programs Committee shall make the final decision based on availability of the location and committee members.

ORIENTATIONS: Shall set dates as provided for in the budget and as required by the NAR Minimum Standards criteria based on association size.

PROGRAMS: Shall make recommendations to the Programs Committee for special events based on the overall calendar to best serve the membership. The Program Committee shall make the final decision based on availability of the location and committee members. REALTOR® Day to be determined annually.

RPAC FUNDRAISER: Shall make recommendations to the RPAC Committee based on the overall calendar to best serve the membership. The RPAC Committee shall make the final decision based on availability of the location, caterers, performers and committee members.

- GOLDEN ISLES ASSOCIATION OF REALTORS®
- TRAVEL AND EXPENSE REIMBURSEMENT POLICY

General Policy:

General policy will apply to all officers and staff of the Association who seek reimbursement for travel and other expenses incurred on behalf of the Association. The Omnibus Budget Reconciliation Act of 1993 contained specific provisions to regulate the payment of travel expenses to Association Officers and Directors so as to avoid abuse of the system. A travel and expense reimbursement policy is required and must be adhered to and certain limitations are provided in connection with per diem allowances and spouse travel.

The IRS allows reimbursement for travel expenses that are ordinary, necessary and directly related to the purpose of the Association. Remember that at some time you may be asked by the membership to justify your travel and expense reimbursement costs.

Expense Reimbursement Forms:

All travel and expense reimbursement forms are to be completed and turned in to the Association within 60 days of the actual event.

Association Credit Cards:

The CEO is required to complete the reverse of all credit card slips showing details of the item/goods purchased, the purpose and the names of all persons present when meals or hospitality are involved. Attach a separate schedule if necessary. All credit card slips are to be turned in within 30 days of the actual transaction and if they are included as an expense for a NAR or GAR meeting then they are also to be shown on the expense reimbursement form and circled to show that the amount has already been paid. Total the cost of all credit card charges and show that amount under "less charges" on the expense report form. On no account may Association credit cards be used for personal charges. Credit cards will be issued to the CEO.

Spouse Travel:

The Golden Isles Association of Realtors® does not reimburse for spouse travel.

Authorization of Travel/Expense Claims:

The VP of Administration & Finance or the President will be responsible for authorizing payment of all claims for expense reimbursement from Officers and State Directors of the Association. This authority

may be delegated to the CEO, who will refer all questions or matters requiring interpretation to the VP of Administration & Finance for a final decision. In the event that the VP of Administration & Finance is uncomfortable with authorizing any claim, he or she will refer the claim to the Board of Directors for consideration at their next meeting.

The CEO will be responsible for authorizing payment of all claims for expense reimbursement from staff of the Association with the exception of his or her own claims which must be authorized by the President, President Elect or VP of Administration & Finance. Supporting documentation and/or receipts are required for all expenses.

Travel & Expense Reimbursement Policy (continued)

Form of Travel:

Officers, staff, and State Directors of the Association are required to use the most cost effective, by air, reservations must be made as far in advance as is reasonable, for coach class travel or better and to take advantage of any discounts that might be offered. Travel by air within the state requires the approval of either the President or CEO and must be evaluated against the cost of traveling by car. In the same way the cost of travel by car should not exceed the cost of travel by air when attending state or national meetings.

Travel by Car and Mileage Reimbursement:

Private Automobile:

Use of a private automobile is authorized where such usage results in a savings to the association without significantly increased travel time. Where a private automobile is used, mileage is reimbursed the cost of gas to and from the event will be reimbursed with a copy of the receipt(s).

Per Diem Rate/Reimbursable Expenses:

The per diem rate will be established annually by the Budget Committee to cover travel for GAR and NAR meetings. The per diem rate is to cover the cost of meals and local taxi fares to meetings and restaurants. Tips are to be included. Hotel accommodation, air travel, taxi fares to and from the airport, shuttle service, mileage, parking, tolls and related tips are not included in the per diem rate but are reimbursable. Movies are not reimbursable. Guest expenses must also be shown separately and supported by details showing the names of those present.

Rental Cars:

Rental cars are only reimbursable when other forms of transportation are unobtainable or when the use of a rental car will lower the cost of transportation.

Non-Reimbursable Items:

These items are generally excluded unless authorized by the Leadership Team:

Personal entertainment (i.e.: movies, health clubs, airline headphones, etc.)

Purchase of books and magazines

Barber, hair stylist or beautician fees Baby-sitting

Kennel

Laundry and dry cleaning Mini-bars and in-room safes Personal phone calls

Meals when a meal is included in the conference registration fee

Hospitality and Guest Entertainment:

Entertainment expenditures draw the greatest scrutiny by the IRS and require a greater degree of discretion. The IRS requires a receipt for the expenditure, a list of individuals in attendance showing their titles and the organizations they represent, the purpose and the date.

Travel & Expense Reimbursement Policy (continued)

Miscellaneous Expenses:

The President and President Elect may be reimbursed for miscellaneous expenses such as attending political fund-raisers, functions of associated industries, the purchase of gifts for volunteers or staff and other expenses which are considered both reasonable and prudent.

State Directors:

The Golden Isles Association of Realtors® shall reimburse GAR State Directors in accordance with General Policy. State Directors will be expected to attend all meetings relative to their position and may be required to file a report before the next GIAR Board of Directors meeting. Any State Director who attends a convention but who does not attend the State Board of Directors meeting, including the caucus, **as well as Board of Directors Training (every two years)**, at the GAR convention will not be reimbursed for any expenses incurred, unless approved by the GIAR Board of Directors.

ALL State Directors will be expected to register for the upcoming convention during the early bird registration period and to secure their hotel reservation by making their reservations early. Any upgrade or additional room charge higher than the lowest quoted rate to GAR attendees and higher registration fees will not be reimbursed unless approved by the V.P. of Administration and Finance.

CEO

The Golden Isles Association of Realtors® shall reimburse the CEO in accordance with General Policy and the line item approved in the budget for the year in question.

The annual budget will provide specific allocations for the following:

NATIONAL ASSOCIATION OF REALTORS® Annual Convention and REALTOR® Party Convention and Expo:

- Georgia Association of REALTORS® Meetings
- Georgia Leadership Development
- Annual CEO Institute
- Regional A.E. Conference
- NAR Annual Leadership Summit (Registration and two night's hotels paid by NAR at time of this approval)
- Hosting
- Miscellaneous expenses

The CEO and the Finance Director will receive a credit card and is responsible for properly accounting for all charges made. Expense report forms and copies of all credit card slips are to be turned in, in a timely manner and in accordance with General Policy.

GOLDEN ISLES ASSOCIATION OF REALTORS® FINANCIAL PROCEDURES POLICY

Hosting:

The Association will reimburse the actual costs incurred in those situations where it is deemed appropriate for the CEO to pick up the check for several individuals at a meal. When this occurs the IRS requires a receipt for the expenditure and explanation of the purpose, plus a list of the individuals concerned, their titles and the location of the event.

Miscellaneous Expenses:

The Financial Procedures Policy is approved by the Board of Directors and is to be revised annually upon recommendations of staff and the association accountants.

Financial Procedures Policy:

The Policy of the Golden Isles Association of REALTORS® (Association) is to maintain financial procedures and controls to allow the Board of Directors and staff to carry out the financial business of the association in the most prudent and effective manner, allowing flexibility for unpredicted events.

The association has recognized the need to establish procedures for effective and reasonable controls, as well as handling various areas of the financial process of the association so as to assure the most accurate and ethical handling of the financial affairs of the association.

Receipt and Processing of Money:

Mail is opened on a daily basis by two staff members. All mail containing cash, checks, or credit card information is collected. A staff person who does not directly work with money must initial each piece of back-up information and denote cash or a check number on each. Person opening mail should make a list of all receipts and verify the total of this list to the validated deposit slip. All monies received through the mail, via fax, over the telephone, or from walk-ins are to be opened and reviewed by a staff person who does not directly work with money. Each recipient is responsible for processing their monies in the manner appropriate for the type of funds. Once funds are processed and balanced, they are to be placed in a secure place, in the proper folders. Money should be processed daily unless meetings or absence causes a delay. Stamp for "deposit only".

Once all monies and back-up are secured, the bookkeeper is to enter the funds into the appropriate accounting system and prepare funds for deposit. Copies of all deposits are to be maintained in a secure place and reconciled on a monthly basis with the bank. If applicable, all credit card charges are to be sent electronically to the credit card bank on a daily basis. Monies should be deposited within 48 hours of receipt in the office unless meetings or absence cause a delay.

Accounts Receivable:

All available means of collecting accounts receivable should be exhausted prior to initiation of write-off procedures. Write-offs shall be initiated by a written request from the Accounting Department to the CEO with copies to the appropriate staff member(s). The Accounting Department shall add the company or individual to the list of poor credit risks and, effective on the date of the request for a Financial Procedures Policies (continued)
Financial Procedures Policies (continued)

write-off, no additional credit will be extended to that company or individual. For accounting purposes, the write-off of an account will be treated as bad debt expense.

Order and Receipt of Goods:

The bookkeeper is responsible for ordering supplies, informing the CEO that an order is being placed. Any order valued at more than \$250 must be approved by the A.E. Bookkeeper is responsible for staying within the annual budgetary allowance without going over the budgeted amount without prior approval. Upon receipt of goods, the purchase order must accompany any receipt and/or packing slip to the bookkeeper.

Education Course Expenses: For payment of instructor fees and education course expenses, the bookkeeper is responsible for processing payment within 48 hours of the course date. Proper documentation must accompany all requests.

Volunteer Credit Card Purchases:

No personal charges are to be made on the Association's credit card. Proper receipts must accompany expense reports to be submitted within 30 days of the event. Failure to submit such expense reports within a 30-day period will mean that the officer concerned could be required to treat the reimbursed expenses as income. See the Travel and Expense Reimbursement Policy for additional details.

Bank Reconciliation Procedures:

When bank statements are received in the mail, they are to be personally delivered to the CEO unopened. The CEO opens and reviews all statements and cancelled checks for inaccuracies and to check signatures. Once the review is complete, the CEO initials the statements and gives them to the Bookkeeper.

When received by the bookkeeper, all banks statements are to be reconciled with Association records within 48 hours of receipt of the statements, unless meetings or absence cause a delay. All bank statements should be reconciled with computer records, with deposits and check registers as back up. CEO should review bank reconciliation and initial.

Monthly Financial Reports and Balance Sheets:

All financial reports and the balance sheet will be reviewed monthly at the Board of Directors meeting of the Golden Isles Multiple Listing Service, Inc. and of the Golden Isles Association of REALTORS®. The CEO will produce the financial reports to the Board of Directors at least 24 hours prior to the board meeting. The GI MLS financials will also be available for review to be put on audit

Financial Procedures Policies (continued)

pending the acceptance of same at the MLS Board meeting which is held the Wednesday before the GIAR BOD meeting each month. The VP of Administration & Finance, or the CEO, will present the reports at each Board of Directors meeting.

Processing of Check Runs:

Checks will be run for the Association no less than twice a month. Weekly check runs will be completed if the need arises. The Bookkeeper is to encode all invoices and requests for checks with the appropriate General Ledger account(s). Once the invoices have been encoded, they are to be reviewed

and initialed by CEO. Next the Bookkeeper enters the invoices into the accounting system and prints the checks. After matching the checks with the appropriate back up, the checks are taken to the CEO for signing. Checks in the amount of \$1,000 or more require two signatures. The AE signs the checks and initials the invoice(s). If the AE is unavailable for signing, the officers present on the current signature card may sign the checks. Signed checks and back up are returned to the Bookkeeper for dissemination.

Once checks are disseminated, all back up and check copies are to be filed in the proper files in the bookkeeper's office. Invoices should be stamped "paid".

Fixed Assets:

Fixed assets are capitalized at historical cost and depreciated by use of the straight-line method of depreciation over the estimated useful lives of the assets which range from three years for computers, five years for furniture and equipment to thirty-one- and one-half years for the building. The bookkeeper will maintain an Inventory of all Fixed Assets valued at \$1000 or more. All purchases of fixed assets are to be recorded in the Inventory, showing the name of the asset, serial number, where applicable, date of purchase and location. The Bookkeeper will complete a detailed inventory check of all fixed assets during the month of October each year.

Write-off of fixed assets will be carried out as necessary by the recommendation of the CPA and the CPA will make the adjustments. The CEO will approve all write-offs, including those write-offs involving the sale of fixed assets such as redundant computer equipment.

RPAC Financials Procedures:

Procedures for this entity follow the same procedures as those for the association, with certain differences. Associations are required to record separately all personal and corporate contributions. RPAC contributions included in dues should be deposited into the association checking account, with records maintained indicating whether the check received was either corporate or personal. In such cases, when a check is submitted to GAR, it must be accompanied by a detailed breakdown of all deposits showing personal and corporate contributions separately and listing the names of all contributors with amounts given. Checks for \$50 or more must be deposited within 10 days of the date of the check. These deposits can be in the association account or the GAR RPAC account.

Financial Policies (continued)

Annual Audit/Review Timelines and Procedures:

The Association has a fiscal year beginning January 1 and ending December 31. An outside audit/review team from the Association's accounting firm will begin preliminary auditing during the month of September. Sampling of deposits and check runs will begin, and any preliminary set up deemed necessary by the auditors will begin.

Auditors are to be given access to the association building and all records. They may leave items in the office and use it to best suit their needs for the duration of the audit/review. Staff members are to make themselves, available to the auditors on an as needed basis to answer questions and provide any necessary documentation and explanations.

Bound copies of the final audit/review are to be presented to the Board of Directors at the first meeting following receipt of the audit/ review report.

All tax forms are to be completed by the audit/review team and provided to the Association prior to the filing date. The audit / review for the Association and the Multiple Listing Service will be presented consolidated with supplemental consolidating schedules.

Budget Timelines and Procedures:

The budget for the association is based on a zero-bottom line. September of the current year begins the budgeting process for the following calendar year. Staff is to review the prior year ending figures and the current year's figures to date and best estimate the income/expenses for the following calendar year. The CEO will compile all information into budget form and present to the staff for review and changes. Once the staff is comfortable that the figures, they have given are correct, the tentative budget is reviewed with members of leadership.

Leadership reviews the proposed budget and makes any changes they deem necessary. Once they have completed their review, the Budget and Finance Committee meets to review the proposed budget.

The proposed budget is then reviewed by the Board of Directors and is voted on. The Board of Directors establishes the level of dues and adopts the official budget for the following calendar year. Changes in the budget can be approved by the Board of Directors, subject to maintaining the bottom line.

Contracts and Service Agreements:

All contracts and service agreements entered into in the name of the Association must be reviewed by the association attorney prior to signing, and must be signed by the CEO, the President or the VP of Administration & Finance. No other staff member has the authority to enter into agreements in the name of the association.

Financial Policies (continued)

Service contracts for the Association should be reviewed on an annual basis, and bids should be sought for any coming up for renewal. All service agreements are kept in the permanent files.

Investment Policy:

The Investment Policy of the association is administered by the Board of Directors which may delegate this responsibility to its Budget/Finance Committee.

The CEO, President and VP of Administration & Finance have joint authority for day to day investment decisions, based on the following specific guidelines:

Short Term Investment Policy:

Funds are to be invested in nationally recognized Money Funds, Treasury Notes and C.D.s with a maximum investment not to exceed FDIC or NCUA insurance limits per Banking Institution.

Reserve Policy:

The policy of the association is to maintain sufficient funds in reserve accounts to allow the Leadership Team and staff to manage the finances of the Association prudently and with the flexibility necessary to accommodate unpredicted changes in income levels. In accordance with ASAE guidelines the association should maintain in reserve accounts between 25% and 100% of its annual operating budget.

GOLDEN ISLES ASSOCIATION OF REALTORS® REVIEW OF CORPORATE RECORDS BY MEMBERS

In accordance with O.C.G.A. § 14-3-1602, *et seq.*, members of the Golden Isles Association of REALTORS® (the "Association") may inspect and copy certain records of the Association. The following records shall be maintained by the Association and be available for inspection: Articles of Incorporation and all amendments thereto currently in effect; Bylaws and all amendments thereto currently in effect; Resolutions adopted by either Members or the Board of Directors which:

- increase or decrease the number of directors or change the classification of directors;
or
- relate to the characteristics, qualifications, rights, limitations, and obligations of members or any class or category of members

Minutes of all meetings of Members (or executed consents evidencing all actions taken or approved by the Members without a meeting) for the past three years

All communications in writing or by electronic transmission to the Members generally within the past three years, including the financial statements furnished for the past three years; officers;

A list of the names and business or home addresses of the current directors and

The Association's most recent annual registration delivered to the Secretary of State pursuant to O.C.G.A. § 14-3-1622;

Application to the Internal Revenue Service for tax-exempt status, all correspondence regarding the application, and the tax exemption determination letter; and Internal Revenue Service Form 990 (Annual Information Return for Tax Exempt Corporations) and all schedules for the three (3) preceding years.

A Member shall also be entitled to inspect and copy, any of the records listed below of the Association ("Special Records") if the Member meets the requirements to inspect Special Records set for the below:

Excerpts from minutes of any meeting of the board of directors, records of any action of a committee of the board of directors while acting in place of the board of directors on behalf of the corporation, minutes of any meeting of the members, and records of action taken by the members or the board of directors without a meeting;

REVIEW OF CORPORATE RECORDS BY MEMBERS (continued)

Accounting records of the corporation; and the membership list.

A member may inspect and copy the Special Records only if:

- The Member's demand is made in good faith and for a proper purpose that is reasonably relevant to the Member's legitimate interest as a member;
- The Member describes with reasonable particularity the purpose and the records the Member desires to inspect;
- The records are directly connected with this purpose
- The records are to be used only for the stated purpose; and
- The Member complies with the procedures set forth in Section 4 below

In order to inspect any records of the Association, the member must first give the Association written notice of his or her desire to inspect the records at least five (5) business days prior to the requested date of inspection. Inspections will be allowed during normal business hours and at the primary office of the Association only

An Association employee shall remain in the presence of the Member requesting to review the above records. The Member shall have the right to copy or take notes during the inspection and shall permit the Member to bring his or her own equipment to copy or scan the records. Members shall be allowed a reasonable amount of time to review the, requested records. No records shall be removed from the primary office.

The Association's shall provide copies of documents requested by the Member. The Member requesting copies shall be charged \$1.00 for the first page and \$0.15 \$0.25 for each additional page. The Association shall also mail or deliver copies of requested records to the Member if the Member requests that they be mailed or delivered. In such event, the Member shall be charged with the actual cost to mail or deliver the records by any reasonable means specified by the Member.

If the records requested to be copied by the Member cannot be reasonably copied during the allotted time for the inspection, the Member can, at the election of the Member, either return the next business day to the office where the records are kept and at a time specified by the Association to pick up the copies of the records or request that they be mailed or delivered to the Member. In such event, the Association shall mail or deliver the copies no later than the next business day by any reasonable means specified by the Member. The actual cost of mailing or delivering the copies of the records shall be paid by the Member.

The above requirements shall not affect:

- *The right of a Member to inspect records if the Member is in litigation with the corporation, to the same extent as any other litigant; or*
- *The power of a court, independently of this chapter, to compel the production of corporate records for examination*

• **GOLDEN ISLES ASSOCIATION OF REALTORS® RECORD RETENTION REQUIREMENTS**

The following items are needed for a general audit/review. There could be either a legal audit or an accounting (annual CPA audit or IRS audit) audit/review.

ITEMS NEEDED: ORGANIZING INSTRUMENTS

Articles of Incorporation

Charter

BYLAWS & MINUTES (last 18 months)

IRS DETERMINATION LETTER

TAX INFORMATION (Most Recent)

COPIES OF FEDERAL TAX RETURNS FILES (941'S, 1099'S, W-2'S, 990'S)

FINANCIAL STATEMENT (Last 18 months)

BOOKS AND RECORDS OF ASSETS, LIABILITIES, RECEIPTS & DISBURSEMENTS

CHECK REGISTER, CANCELED CHECK AND BANK STATEMENTS

AUDITORS REPORT

EXPENSE VOUCHERS

PUBLICATIONS/NEWSLETTERS (3 most recent)

CONTRACTS (One year or more)

(OBLIGATION) LEASES

MANAGEMENT EMPLOYMENT MEETINGS SERVICES

INSURANCE POLICIES

GENERAL LIABILITY PROPERTY & CASUALTY DIRECTORS & OFFICERS

EVENT CANCELLATION POLICY

PERSONNEL POLICIES/EMPLOYEE HANDBOOK and POLICIES & PROCEDURES

MEMBERSHIP APPLICATIONS

ANTITRUST STATEMENT

CHAPTER RELATIONS CODE OF CONDUCT/ETHICS CONFLICT OF INTEREST INDEMNIFICATION

MEMBER DISCIPLINE

TRADE NAME REGISTRATION & TRADEMARK REGISTRATION

NAMES AND ADDRESSES OF BOARD MEMBERS AND OFFICERS

NAMES OF STAFF MEMBERS, THEIR POSITION AND JOB DESCRIPTIONS

NAMES OF CPA, INSURANCE AGENT AND OTHER ADVISORS

GOLDEN ISLES ASSOCIATION OF REALTORS® RECORD RETENTION REQUIREMENTS

Basic Corporate Records (Including annual financial Operating and sales reports)	Permanently
Government Requirements	
Billing and /or Cash Receipts Record	Until Federal and State Tax Clearance
Check Voucher-All Payments	until Federal and State Tax Clearance
Employee Records	
Individual Pay Record	3 years
Payroll Register	4 – 6 years
Federal and State Regulations	
Postage Meter Record Book	1 year
Shipping Records	2 years
Tax Returns	
Excise Taxes	4 years
Income Taxes	until Clearance
Purchase and Use Tax	3 years
Legal Requirements	
Copyrights, patents, etc.	Permanently
Contracts Leases (after termination)	6 years
Deeds	Permanently
Ethics and Arbitration Hearings	
Recordings	1 year
Decision of Hearing Panel	Permanently & Confidential
Administrative Requirements	
Accounting Journals and ledgers	10 years
Accounts receivable and credit (apart from cash receipts)	2 years
Correspondence	2 years
Financial Statements (Monthly and Quarterly)	2 years
Operating and sales reports (Monthly and Quarterly)	2 years
Operating and Sales Reports (Daily-Monthly)	up to 12 months
Paychecks (Cancelled)	2 years
Personnel Records (After Termination)	
Folders	1 year
Summary history card or index	6 years
Sales purchase orders	up to 2 year

• WHISTEBLOWER POLICY

- The Association requires that its financial affairs be managed professionally, honestly, and in accordance with sound accounting practices and the requirements of its Bylaws.
- **The purpose of this policy is a key defense against fraud occurring in an organization is the availability of a means for constituents to anonymously report suspected wrongdoing.**
- **Federal law prohibits retaliation against whistleblowing with respect to a violation of a federal law or regulation, to include: Forgery or alteration of documents; unauthorized alteration or manipulation of computer files; fraudulent financial reporting; pursuit of a benefit or advantage in violation with the GAR conflict of interest policy; misappropriation or misuse of GAR resources, such as funds, supplies, or other assets; authorizing or receiving compensation for goods not received or services not performed; authorizing or receiving compensation for hours not worked.**
- All directors, officers, employees and other persons who are entrusted with receiving, managing, safeguarding, spending or disposing of the funds and other property of the Association must comply with this policy.
- All directors, officers and employees ~~must~~ **should** report violations or suspected violations of this policy. **Any director or officer who suspects that this policy is being violated or suspects other financial irregularities or wrongdoing, must report the same to the Board of Directors.**
- Any employee of the Association who suspects that the policy is being violated, or suspects other financial irregularities or wrongdoing, shall immediately report the same to the Executive Officer and/or the Association President. **If the member is uncomfortable raising these issues with either of these persons for any reason whatsoever, the member shall report the same to any member of the Executive Committee.** If the employee is uncomfortable raising these issues with either of these persons for any reason whatsoever, the employee shall report the same to the Vice President of Administration and Finance, as the "Compliance Director."
- No adverse or retaliatory action shall be taken against any person reporting alleged or possible violations of this policy by others. **The Whistleblower Policy is intended to encourage and enable directors, volunteers, and members to raise concerns within GAR for investigation and appropriate action. With this goal in mind, no director, officer or member who, in good faith, reports a concern shall be subject to retaliation. Moreover, a volunteer who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including dismissal from the volunteer position.**

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