



Policies and Procedures Manual

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Mission Statement

MISSION STATEMENT

The objective of the Marina Chamber of Commerce is for the advancement of the commercial, economic, industrial, professional, cultural, environmental, and civic welfare of Marina; and with an intent of strengthening relations with neighboring cities and Monterey County, as well as California State University, Monterey Bay and the University of California.

The Marina Chamber of Commerce is organized to preserve the competitive enterprise system of business by creating a better understanding of the importance of the business owners; to promote business and community growth and development by promoting economic programs designed to strengthen and expand the income potential of all classifications of business; to develop civic, social, and cultural programs designed to increase the values of our community; and to correct abuses which prevent business expansion and community growth.

- From the Marina Chamber of Commerce By-Laws

Introduction and General Office Guidelines

INTRODUCTION AND GENERAL OFFICE GUIDELINES

Chamber Hours:

General office hours are from 9 am until 2 pm Monday through Friday and by appointment for a total of not less than 25 hours per week, so that Board members and the public may have access to the Chamber. The office will be closed for recognized State and Federal Holidays. All hours will be recorded on a time sheet and attached to an invoice to be turned into the Treasurer and/or accountant for payment every two weeks.

Duties of Staff

The staff member(s) duties shall adhere to the following:

1. Acts under the direction of the Board of Directors via the President.
2. Manages daily operations of the office as needed.
3. Acts as facilitator of communications of the membership.

Job Description:

During the hours outlined above the following duties will be performed:

- Answer Phone and Return phone calls
- Respond to E-mails
- Review and update website including Calendar Section
- Coordinate production of a Monthly Newsletter and/or Calendar of Events
- Coordinate mailing of requested Chamber materials
- Process Membership applications
 - Renewal Members
 - New Members
- Update all member information (names, numbers, e-mail, etc.)
- Coordinate and send out Press Releases
- Review and Update office files
- Attend and report at all Board Meetings (1st Thursday of the month @ 9:00am)
- Prepare Board of Directors Meeting Packet (see page 11)
- Process various financial documents and data.
- Call prospects for membership
 - Make appointments at mutually acceptable time
 - Visit with potential members, leave application and business card
 - Make appointment to call back at a specified time
 - Make call backs on the day and time promised

Events

EVENTS

The Chamber of Commerce may participate in events that are not solely Chamber of Commerce events with the approval of the Board of Directors as defined on the following basis:

ENDORSEMENTS of events for viability of the event without use of Chamber of Commerce funds or members.

PARTICIPATION of resources within the Chamber of Commerce budget and the availability of the funds. The Chamber may solicit and coordinate members as volunteers for the approved events. Any additional participation would need approval as a sponsorship.

SPONSORSHIPS are a commitment or involvement requiring funds and/or use of the Chamber of Commerce name and logo with the expectation of a recognizable benefit to the Chamber financially or otherwise.

POLITICS: No member shall represent the Chamber in advocacy of, or opposition to, any project without the specific consent of the Board of Directors.

CANDIDATES: The staff, offices and resources are not available in any manner for the benefit of a political candidate.

ISSUES: The Chamber, upon the approval of the Board of Directors, may consider participation, sponsorship or endorsement of a political issue that is Chamber of Commerce related.

EVENT PUBLICITY/PRESS RELEASE POLICY

Procedures for Event Publicity:

A calendar postcard goes out the last week of the month, or sooner, depending on the date of the first event, timed for 10 days - 2 weeks before the first event of the next month.

Calendar of Events Postcard Procedure:

- Create Calendar of Events– Make monthly postcard - 2up front/back pdf file
- Send to board members for approval
- Print .pdf / email to Heritage Press. Discuss amount and color of postcard stock and time of delivery necessary
- Print membership mailing labels
- Mail

Calendar of Events E-mail Blast

All press releases contain the website address and contact name and phone of Chamber office.

Personalized press releases/invitations/phone calls to media (addresses in e-mail blast list)

Monterey Herald business editor and/or entertainment editor

- Plan Ahead business section with a follow up notice
Salinas Californian
Monterey County Weekly
Seaside Post
Marina Gazette
local agencies such as MCCVB
local chambers
- Notice placed on AMP
- Various media KSBW, KAZU, KION
- Community Links
- City of Marina email list

E-mail blast to members and other businesses and individuals in database

Phone trees occasionally for certain events

Tag lines inserted on outgoing emails a week previous to the event.

EVENT PROCEDURES

Mixers and Luncheons are traditionally held on the third Thursday of every month unless otherwise specified by the Board of Directors.

The Chair of the Special Events committee should:

- A. Provide the locations for the mixer and luncheons
- B. Determine a price and the menu with the facility owner for luncheons
- C. Find qualified speakers for the luncheons.

MIXERS

The purpose of a mixer is:

- Creating a place for members to network.
- Providing increased visibility for the Chamber.
- Providing a showcase for the businesses who hosts the mixer.
- Providing a showcase for caterers, beverage providers, and entertainers.
- Source of revenue for the Chamber.
- A location to solicit new members.

Mixers are publicized in accordance with our Publicity guidelines.

Mixer host businesses must be current Chamber of Commerce members.

Mixers are usually held from 5:30 to 7:30 pm. The cost to attendees is \$10 members / \$15 non-members.

Collateral material such as business cards and brochures may be collected for display at the door from current Chamber members only.

The business provides:

- Refreshments, food, wine, other beverages as necessary.
- Entertainment at their discretion.
- A brief introduction to their business, after introductions by the Chamber President or the Executive Director.

The Chamber provides:

- Publicity, consisting of notification on the mailed calendar, e-mail blasts, press releases, website, and other advertising.
- Attendance by the Executive Director, Board members and President of the Chamber if possible.
- A community introduction.

Two Weeks Prior to Event

1.) Event details, time, date, and location are to be put on the monthly calendar and mailed to all members. E-mail blast to be sent out.

2.) Send press release to local newspapers-Herald, Californian, Monterey County Weekly, Seaside and Marina Gazette.

One Week Prior to Event

3.) Begin calling members for RSVP's. Inform Mixer host of how many attendees there will be at least 3 nights before event.

Supplies Needed

- Cash Box
- RSVP List
- Receipt Book
- Credit Card machine / slips
- Name Tags
- Markers-Name Tags
- Chamber Logo Board & Stand
- Business Cards / Chamber Brochure
- Maps / Dining Guides / other printed collateral
- Any relevant announcement flyers or brochures

LUNCHEONS

Luncheons are held from 11:45AM -1:15PM

Two Weeks Prior to Event

- 1.) Event details, time, date, and location are to be put on the monthly calendar and mailed to all members. E-mail blast to be sent out.
- 2.) Send information to speaker along with directions if necessary
- 3.) Send press release to local newspapers-Herald, Californian, Monterey County Weekly, Seaside and Marina Gazette.

One Week Prior to Event

- 4.) Begin calling members for RSVP's. Inform Luncheon host of how many attendees there will be at least 3 nights before event.

Supplies Needed

- Speaker BIO
- Checkbook for Venue Food Payment
- Chamber Logo Board & Stand
- Any relevant announcement flyers or brochures
- Credit Card machine / slips

Check list for luncheons/Mixers/Ribbon Cuttings:

- business card drawing
- CASH BOX
- camera
- pre printed receipt slips
- Chamber banner
- stand and Chamber card
- business cards
- Membership brochures
- monthly Chamber calendars
- notepaper or 3x5 cards
- pens
- script
- reservation list
- calculator

RIBBON CUTTINGS

Ribbon cuttings/Open Houses are provided to new members for a \$25 fee to cover general Chamber expenses and are to be used for open houses and to welcome new members to Marina. These events are free to the public.

The Member supplies:

- Refreshments, food, wine, other beverages as necessary.
- Entertainment at their discretion.
- A brief introduction to their business, after introductions by the Chamber President or the Executive Director.

The Chamber provides:

- Ribbon, ceremonial scissors.
- Publicity, consisting of notification on the mailed calendar, e-mail blasts, press releases, website, and other advertising.
- Attendance by the Executive Director, Board members and President of the Chamber if possible.
- A community introduction.

Membership Procedures

MEMBERSHIP PROCEDURE

New Member

- Prepare new member letter and send with membership application, Chamber brochure, and business card
- Mail to potential member

Upon Receipt of Membership Dues:

- Thank You Letter with business card
- Update Membership Mailing List (Spreadsheet)
- Update Website Listing
- New Member Promotional Listing in "Spotlight on New Members"
- Update Dada (e-mail blast) Listing
- Add to Agenda - Monthly BOD Membership Report
- Plaque Delivered/Received
- Supply information to Accountant for input in Quickbooks
- Make copy of check, endorse check, and add information to deposit slip for bank deposit
 - Supply to accountant once deposit has been made

Renewal Member

- Prepare invoice and renewal letter (include business card)
- Mail to member

Upon Receipt of Membership Dues:

- Write thank you letter and include new year sticker for plaque
- Update Membership Mailing List (Spreadsheet)
- Update Website Listing
- Update Dada (e-mail blast) Listing
- Add to Agenda - Monthly BOD Membership Report
- Supply updated information to Accountant for input in Quickbooks
- Make copy of check, endorse check, and add information to deposit slip for bank deposit
 - Supply to accountant once deposit has been made

Board of Directors

MEMBERS OF THE BOARD OF DIRECTORS

Every officer and director, as well as the chief paid executive, is a trustee of the Chamber's funds. Directors exercise good judgment and follow basic management principles occur when they:

1. Ensure good planning.
2. Implement adequate controls, including a good reporting system.
3. Review reports for problems.
4. Draw clear conclusions from available information.
5. Make decisions with proper information to represent good management.

Non-management is the failure to use existing opportunities for good management such as:

1. Failing to consider data when making decisions.
2. Failing to use available control systems.
3. Failing to attend board and committee meetings.

Each board member must guard against "self-dealing". "Self-dealing" concerns board members voting on decisions in which they face possible gains, wherein the question of motive becomes a serious issue and a breach of fiduciary duties.

As members of the Board each individual is expected to:

1. Attend all meetings of the Board of Directors and perform such duties, within ones capabilities, as may be requested by the President.
2. Consult frequently with general membership in order to be representative of the membership and to keep members current with Board actions.
3. Serve on committees and task forces when requested. The President appoints task force and committee chairpersons, with the concurrence of the Board of Directors.

Committees

Upon acceptance of a chairmanship of a committee, the chair subsequently selects the members of said committee or task force. The Chair is responsible for seeing that activities assigned are carried out in a timely manner. The Chair must evaluate their work and procedures as well as the progress of the group as a whole as well as its individual members. The Executive Director coordinates, stays informed about the activities of all committees, and is prepared to give advice and act on their recommendations. The Chair must be willing to give time and energy in guiding and stimulating the group to be productive. The Chair is directly accountable to the President.

An ad hoc committee is responsible for accomplishment of a specific task that will be completed in a reasonably short period of time. Each ad hoc committee member is responsible for his or her phase of the work outlined by the Chair. The Executive Director coordinates, stays informed about the activities of all committees, and is prepared to give advice and act on their recommendations. Ad hoc committee members are accountable to the Chair and may be dropped from the task force for consistent non-attendance of meetings without a valid excuse.

Recommendations for new policies emanate from the committee at task force level. These recommendations are submitted to the Board of Directors for approval.

Staff Board Meeting Preparation

Board Package to contain:

- Minutes from last meeting.
- Agenda
- Committee Notes to be collected and included from:
 - Web - Marketing - Special Events - Government Affairs - Executive Director
- Emailed to all Board members with meeting reminder two days before the meeting.

Presentations to the Board

The Board President should be consulted when a member wishes to make a presentation before the board members at the monthly meeting. Members may have resources or services they wish to present to the board. The other board members are notified with the meeting reminder.

Members may be invited to the board meeting, in order for us to welcome new members to the Marina business community, or to solicit their involvement at committee level.

Members are welcome to come before the board to present their unique contribution to the economic health of Marina and explain their resources and business opportunities.

Members' presentations are limited to 10 minutes, and this policy should be explained prior to their attendance. All members are free to attend any board meeting without participation.

Election Procedure

Nominees wishing to be considered for board membership should submit a letter of interest and qualifications to the Nominating Committee.

The Chamber gives the membership the nominations for members of the next year's Board fifteen days prior to the election meeting, by mail.

Should any member wish to add a nomination to the slate for the Board, they must get ten signatures of members in good standing and provide that to the nominating committee prior to the election.

To vote a member must be present at the election, there is no provision for the use of proxies.

The membership of the Board has increased to 15 (an addition of four directors).

Oath of Office

I _____ promise to uphold the rules, regulations, and by-laws of the Marina Chamber of Commerce/// and to support the goals and objectives of the organization:/// the advancement of the commercial, economic, industrial, ///professional, cultural, environmental, and civic welfare of Marina.///I promise to promote the City of Marina///by encouraging and supporting our businesses///and by working to improve the quality of our community///for all citizens and visitors;///I promise to well and faithfully///discharge these duties///upon which I am about to enter.

Addendum

Forms

Certificate of Origin (Chamber Staff Procedures)

Client should provide completed and signed (front & back) Certificate of Origin.

Client must also provide a 'commercial invoice'. Compare the commercial invoice with the certificate of origin to ensure that information regarding the product being sent is the same.

On the Certificate of Origin complete and sign the "Sworn to me...and sign President & CEO's name (with your initials) next to 'By".

Very Important! Make sure the material being sent originated in the United States of America, if not you must make the appropriate correction. (Cross out United States of America and put the correct country of origin.)

Stamp the Certificate of Origin using the embossed seal over CEO's name.

Charge members \$10/per each signed Certificate of Origin.

Non-members pay \$30/per each signed Certificate of Origin.

Make and keep a copy of both the certificate and the invoice for the chamber's file.

File all copies in a folder by month.

There are special Certificate of Origin forms for Israel and they are handled differently. The certificate needs to be notarized if they are not the manufacturer of the product and Section 12 Declaration by the Exporter needs to be completed. If they are the manufacturer the certificate does not need to be notarized and they sign the section EXPORTER AS PRODUCER. The chamber fills out the part under certification. Please make sure the product was manufactured in the United States of America and if not cross out USA and put the correct country of origin.

T-Drive/International/cert.orig.procedures

Certificate of Origin (Client Procedures)

Client must provide completed and signed (front & back) Certificate of Origin.

Client must also provide a 'commercial invoice'. The information on the commercial invoice and the certificate of origin must be the same.

Very Important! Make sure the material being sent originated in the United States of America, if not you must make the appropriate correction. (Cross out United States of America and put the correct country of origin.)

Cost: Marina Chamber of Commerce members, \$10/per each signed Certificate of Origin. Non-members pay \$30/per each signed Certificate of Origin.

One copy of both the certificate and the invoice for the chamber's file.

There are special Certificate of Origin forms for Israel and they are handled differently. The certificate needs to be notarized if they are not the manufacturer of the product and Section 12 Declaration by the Exporter needs to be completed. If they are the manufacturer the certificate does not need to be notarized and they sign the section EXPORTER AS PRODUCER. The chamber fills out the part under certification. Please make sure the product was manufactured in the United States of America and if not cross out USA and put the correct country of origin.

T-Drive/International/cert.orig.procedures.client

Certificate of Origin Signature Wording:

The Marina Chamber of Commerce, recognized Chamber of Commerce under the laws of the State of California, has examined the manufacturer's invoice or shipper's affidavit concerning the origin of the merchandise, and, according to the best of its knowledge, finds the product named originated in the United State of America.

Signed _____

Employment Descriptions

Job Title: OFFICE MANAGER

Reports To: Board of Directors,

Key Communications with: Board of Directors
Chamber Members and prospective members
Membership Director

Job Objective/ Basic Function: Manages the Marina Chamber of Commerce (MCC) office daily functions. At the direction of the MCC board of directors, plans, organizes and coordinates programs and activities of the MCC.

Duties, responsibilities and authority: Within the limits of the by-laws and regulations policies and code of conduct, the Office Manager is responsible for and has commensurate authority to accomplish the duties set forth.

The Office Manager:

- Maintains designated office hours to provide personal public/membership service
- Shall keep the Board of Directors and Officers fully informed on the conditions and operations of the MCC.
- Shall attend all Board meetings, notifying all Directors of the Board meetings and keep minutes of all meetings for the Secretary.
- Shall prepare and disseminate a board packet prior to the board meeting, including: Meeting minutes, after approval from the Secretary, Monthly financial report, after approval from the Treasurer, Membership report
- Agenda, after approval from the President or Executive committee
- Shall execute all directives of the Board of Directors
- Handles all bookkeeping functions, including but not limited to accounts payable, accounts receivable, bank reconciliation, bank deposits and record keeping.
- Shall, through the Treasurer, insure that all funds, physical assets and other property of the MCC are appropriately safeguarded and administered.
- Coordinates all approved programs, projects and activities.
- Shall disseminate information needed for events, functions and activities of the MCC via available and appropriate media. (IE fax, email, telephone, mail)
- Shall secure advertising at the approval of the Board.
- Manages and updates MCC website as directed by Board.
- Coordinates with Membership director new members to be approved and delinquent members to be re-solicited as directed by Board.

- Shall receive all application for new memberships to be presented to the Board for approval at monthly meetings
- Shall maintain an effective collection of all dues and monies owed to the MCC and present those members delinquent in dues and services rendered to the board for determination of status.
- Should a member request additional information, it is up to the discretion of the Office assistant if he/she can respond without taking too much time from their regular duties. Office manager should direct inquiries to appropriate agency or seek Board or Executive committee assistance if needed.
- Shall promote interest and active participation in Chamber activities on the part of the membership.
- Time allowing, shall assist in developing and coordinating educational programs, such as seminars and workshops to advance the professional, technical and management skills of the membership.
- Shall manage the office, maintain and improve facilities and equipment in cooperation with and at the direction of the Board.
- Shall promote interest and active participation in the MCC activities on the part of the membership and report activities of the Board through available and appropriate Chamber media.
- Shall maintain positive responses to public inquiries.
- Shall respond to political issues with neutral responses giving information to inquiries to make their own decisions.
- Coordinates and manages all monthly, quarterly, periodic and annual MCC events (outside of normal office hours).

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

*Education/Experience: Two year certificate from college or technical school; or one year related experience and/or training; or equivalent combination of education and experience. Customer services skill and telephone etiquette required. Employee must be genuinely personable and cordial.

*Equipment/Computer Expertise: Computer experience required. Must be able to type 30 words per minute. Knowledge of Quickbooks, Excel, Word, and internet explorer. Must use common office equipment such as fax, copier, and phone.

*Language Skills: Ability to read and interpret documents such as safety rules, operation and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak

effectively before groups of customers or employees. Excellent spelling skills and knowledge of general rules of etiquette.

*Mathematical Skills: Ability to calculate figures and amounts such as discounts, commissions, proportions, and percentages. Ability to apply concepts of basic algebra and accounting.

*Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

*Certificates/License/Registrations:

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand, climb stairs, walk, kneel, stoop, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus. The employee should be able to move around and work with others in small office/ confined area.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Performance Evaluation: Evaluation of performance of areas of key accountability, other duties and responsibilities, as well as attendance, proper uniform, etc., will be done by way of input based on observation from the President of the Board and the Board of Directors.

JOB TITLE: Executive Director

IMMEDIATE SUPERVISOR: Board of Directors

SUMMARY: The Executive Director is the chief executive and administrative officer of the organization and is responsible for the full range of activities: preservation of membership base, program of work, training of volunteers, income and expenditures, training and supervision of staff, setting policy and procedures for office staff, maintenance of facilities, and long range planning.

GENERAL SKILLS:

Strong people skills and enjoy interaction with the large numbers of volunteers and public. Basic to advanced computer knowledge of Microsoft Office and Quickbooks as relates to carrying out all duties and responsibilities of the position, follow-up and follow-through skills in all aspects of assisting with coordinating, maintaining, and developing festivals, events, projects and related activities and administrative duties. Maturity, professionalism, organizational abilities, pro-activity, self-starter, work with little or no day-to-day supervision, observant, ability to communicate and coordinate, problem solving, public relations, and customer service. Ability to communicate and coordinate staff and volunteers. College education preferred.

AREAS OF RESPONSIBILITY:

- Administrative
- Advertising and Marketing
- Newsletter: Write a monthly column for the newsletter. Proof and approve for publication monthly newsletter
- Newspaper articles: Write weekly columns for the local newspapers.
- Radio Reports: Provide information for radio reports as needed.
- Print and Media advertising: Approve all advertising for content and expense.
- Executive Committee/Board of Directors
- Agent of Record
- Prepare Meeting Agendas and Minutes
- Policy and Procedures: Update policies and procedures manual as requested by the board of directors. Assure the procedures set forth are followed.
- By Laws: Update By-laws as requested by the Board of Directors.
- Committees
 - Assist in organization of committees based on needs of the Chamber.
 - Stay informed about the activities of all committees and be prepared to give advice and act on their recommendations.
 - Motivate and inspire volunteers.

- Bookkeeping / oversee & approve
 - Receivables, Deposits, Payroll, Petty Cash, Payables, Invoicing
- Reimbursements
Responsible for the overall financial health of the organization.
- Financial
Oversees the Chamber budgets to meet program goals
- Membership
Responsible for maintaining membership at a level that will ensure necessary income for the operation of a program.
- Implement a planned program of work approved by the Board of Directors
- Liaison with the Board of Directors, Chamber members, staff and the community.
- Staff
 - Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
 - Hiring and training employees
 - Planning, assigning and directing work of the staff
 - Annual performance appraisals
 - Rewarding and disciplining employees
 - Addressing complaints and resolving conflict.
 - Maintain employee documentation to meet Federal and State requirements, monitor vacation days, sick leave and overtime.

ONGOING DUTIES:

- Promote the Chamber and community with friendly, positive public relations and professionalism.
- Actively recruit new chamber members
- Solve day-to-day problems, address issues resulting from, alleviate situations from recurring, and report to supervisor
- Prepare and issue timely responses to issues/articles/concerns involving the community, Special Events, and Chamber members.
- Ensure that staffing/volunteers needs are met, including adequate scheduling and competent supervisor of employees and volunteers.
- Maintain positive contact, public relations, involvement, and participation with:
 - City and County Government
 - Chamber of Commerce Board of Directors
 - Chamber of Commerce Members
 - Print and Broadcast Media
 - Volunteers and Committees
 - Staff
- Maintain positive support to local (member or non-member) non-profit, community service and like organizations by:
 - Encouraging participation in Special Events

- Assisting in displaying flyers, brochures, etc. for their events, fundraisers, etc.
- Fielding questions about the events, fundraisers, etc.
- Attendance at Chamber mixers, ribbon cuttings, Special Events, Executive Committee and Board of Director meetings, and annual banquets, etc.
- Coordinate activities with staff and volunteers.
- Assist committees, chairperson, and volunteers in all operational aspects of Special Events

GENERAL INFORMATION

Administration Office hours of operation:

Monday - Friday, 9:00 a.m. to 2:00 p.m.

Pay Schedule: the 15th and the last day of each month

Vacation: (2 weeks per year) as per Policy & Procedures and hiring agreement

Sick Leave: (1/2 day per month) as per Policy & Procedures

Holiday Closings: As per Policy & Procedures

90-day probationary period, with a Performance Review per Policy & Procedures as well as hiring agreement

Health Insurance beginning at the end of the 90-day probationary period

Salary/Performance Review annually per Policy & Procedures and hiring agreement

All reviews by executive committee or as per Policy & Procedures

Location: 3170 Vista Del Camino, Suite C, Marina, CA 93933

Job Description

Part Time Executive Director

- Supports the Board of Directors in Administrative Functions.
- Enters all Financial Transactions in Quick Books and runs all necessary reports for the treasurer's monthly report to the Board.
- Deposits all checks and monies received by the Chamber of Commerce in a timely manner.
- Responsible for preparing Board Packets prior to the monthly Board Meeting.
- Will sit on all Committees as Administrative support.
- Responsible for collating all Committee reports and forwarding them to all Board Members.
- Monitors and tracks all member renewals and sends out renewal packages.
- Will compile all policies and procedures into a binder, to be maintained in the Chamber office at all times.
- Maintains Chamber office hours from 10:00 - 2 PM, Monday through Friday.
- Answers and returns phone calls into the office.
- Represents the Marina Chamber of Commerce in a professional manner.
- Maintains a current listing of all Chamber Members in electronic format.
- Reports directly to the Board President.

Partial list of executive director duties 12/19/05

- Recruit new memberships and promote retention.
- Coordinate special activities to include special events and short-term tasks and projects.
- Maintain up-to-date paper and electronic files, purging and reorganizing as requested.
- Website content editing and updates.
- Solicit membership donations of gifts/prizes/auction items for drawings and appreciation.
- Coordinate the taking and archiving of digital photos during events and programs for use in publicity and reports.
- Publicize the activities/achievements of members (e.g., in local newspapers and on the Chamber's website)
- Compose and/or type, photocopy, compile, and distribute correspondence, invitations, reports, forms, packets of collateral material, and other documents as needed.
- Maintain, assemble, and/or summarize information in office files.

- Establish and maintain files and records for physical and electronic materials.
- Record and track memberships, maintain up to date database.
- Coordinate meeting schedules, reminders, and notes, including lists of follow-up tasks.
- Pursue professional development through attending job-related trainings and reading job-related publications.
- Create, manage, track, and evaluate ambassador and volunteer committee programs.
- Track budget expenditures. Prepare expense checks for review.
- Identify and orders supplies, materials, equipment and services for the office and organize storage.
- Prepare and process payments, confirm for accuracy invoices for approval of payment.
- Reply to drop-ins/telephone/email informational requests, provide relocation/business info packages

Marina Chamber of Commerce Employment Agreement and Job Description

For:

SSN#:

Position: Part time Operations Director

Compensation: \$15 per hour

Total hours per week: 25

Term of Agreement:

This agreement is an At-Will Agreement beginning July 2, 2007, to include progress reviews every ninety (90) days. This position reports directly to the Board President and supports the Board of Directors in administrative functions to include: the preparation of Board Packets prior to the monthly Board Meeting and attendance at all Committee meetings as Administrative support, and the forwarding of all Committee reports to Board Members.

Hours:

Office hours for the Chamber are 9am to 2pm Monday through Friday for approximately 5 hours per day or 25 hours per week. The office will be closed for recognized State and Federal Holidays. All hours will be recorded and turned into the Jim Ford, the Chamber's accountant, for payment every two weeks.

Job Description:

Other duties to be performed during the hours outlined above include:

- Represent the Marina Chamber of Commerce in a professional manner by: Answering and returning phone calls and e-mails,
- Deposit of all checks and monies received by the Chamber of Commerce for events and membership in a timely manner.
- Monitor and track all member renewals and send out renewal packages.
- Maintain current listing of all Chamber Members in electronic format (xls).
- Write renewal and new correspondence confirmations
- Recruiting of new memberships and promoting retention.
- Coordination of special activities to include special events and short-term tasks and projects.
- Website content editing and updates, including banner advertising, new membership.
- Solicitation of membership donations for gifts/prizes/auction items for drawings and appreciation for special events.

- Coordination of and assistance during luncheons, mixers, and ribbon cuttings and the taking and archiving of digital photos during these events and programs for use in publicity and reports.
- Publication of activities/achievements of members (e.g., in local newspapers and on the Chamber's website), including Postcard and E-mail Blast.
- Composition and/or type, photocopy, compile, and distribute correspondence, invitations, reports, forms, packets of collateral material, and other marketing materials as needed.
- Establishment and maintenance of files and records for physical and electronic materials, including memberships and maintaining up to date information.
- Coordinating meeting schedules, reminders, and notes, including lists of follow-up tasks.
- Create, manage, track, and evaluate committee programs.
- Track budget expenditures per Treasurer. Prepare expense checks for review.
- Identify and orders supplies, materials, equipment and services for the office and organize storage.
- Prepare and process payments; confirm accuracy of invoices for approval of payment.

The long-term goal of the Marina Chamber of Commerce is to hire an Executive Director that may be in addition to or in place of the Operations Director position. This does not preclude you from applying for the position of Executive Director at that time.

I have read and agree to the Employment Agreement and Job Description for Operations Director.

Signed _____ Carolyn Campbell

_____ Gwendolyn Wells, President
Marina Chamber of Commerce

Date: _____ 2007

By-Laws

**BY-LAWS OF THE
MARINA CHAMBER OF COMMERCE**

**ARTICLE I
NAME**

This organization is incorporated under the laws of the State of California and shall be known as the MARINA CHAMBER OF COMMERCE.

**ARTICLE II
OBJECTS**

Section 1. PURPOSE

The objective of The Marina Chamber of Commerce is for the advancement of the commercial, economic, industrial, professional, cultural, environmental, and civic welfare of Marina; and with an intent of strengthening relations with neighboring cities and Monterey County, as well as California State University - Monterey Bay and University of California.

Section 2. OBJECTIVES

The Marina Chamber of Commerce is organized to preserve the competitive enterprise system of business by creating a better understanding of the importance of the business owners; to promote business and community growth and development by promoting economic programs designed to strengthen and expand the income potential of all classifications of business; to develop civic, social, and cultural programs designed to increase the values of our community; and to correct abuses which prevent business expansion and community growth.

Section 3. AREA

The Marina area or Marina economic region shall mean to include all land and improvements within the sphere of influence of the Marina Community, including designated land parcel conversions from Ft. Ord.

Section 4. LIMITATIONS OF METHODS

The Chamber shall be non profit, non partisan and non sectarian and shall take no part in or lend its influence or facilities, either directly or indirectly to the nomination, election, or appointment of any candidate for political office in the City, County, State or Nation.

ARTICLE III MEMBERS

Section 1. ELIGIBILITY

Any reputable person, business, association, corporation, partnership or estate having an interest in the above objectives shall be eligible to apply for membership.

Section 2. ELECTION

Application for membership shall be in writing on forms provided for that purpose, and signed by the applicant. The membership committee shall review all applications and submit them to the Board of Directors with its recommendation. Election of members shall be by the Board of Directors at any meeting thereof. Any applicant so elected shall become a member upon payment of dues as provided in Section 3 of Article III.

Section 3. DUES

Membership dues shall be at such rate or rates, schedule or formula as may be from time to time prescribed by the Board of Directors, payable in advance or upon other times as may be arranged.

Section 4. VOTING

In any proceeding in which a vote of the membership is called for, each membership in good standing shall be entitled to one (1) vote.

Section 5. EXERCISE OF PRIVILEGE

Any business, association, corporation, partnership or estate holding membership may designate any individual whom the holder desires to exercise the privileges of membership covered by member's subscription and shall have the right to change memberships nomination upon written request.

Section 6. TERMINATION

Any member may resign from the Chamber of Commerce upon written request. Any member may be expelled for non-payment of dues after ninety (90) days from the date due, unless otherwise extended for good cause. Any member may be expelled by 2/3 vote of the Board of Directors for conduct unbecoming a member or prejudicial to the aims or repute of the Chamber of Commerce, after notice and opportunity for a hearing are afforded the member complained against.

Section 7. ORIENTATION

At regular intervals, orientation on the purposes and activities of the organization shall be conducted for the following groups: New directors, officers, committee chairmen, committees and new members. A detailed outline for orientation of each of these groups shall be a part of this organization's procedure manual.

Section 8. HONORARY MEMBERSHIP

Distinction in public affairs shall confer eligibility for honorary membership. Honorary members shall have all the privileges of members, except the right to vote and shall be exempt from payment of dues. The Board of Directors shall confer or revoke by a majority vote.

ARTICLE IV OFFICERS

Section 1. TITLES

The officers of the Chamber of Commerce shall be President, President-elect, Secretary, Treasurer, six (6) Directors, and the immediate past President.

Section 2. DUTIES

These officers shall perform the duties prescribed by these by-laws and by the parliamentary authority by the Chamber of Commerce as set forth in Robert's Rules of Order. Their further duties are as follows:

The **PRESIDENT** shall be, ex-officio, a member of all committees except the nominating committee. The President shall call all meetings of the Board.

The **PRESIDENT-ELECT** shall perform the duties of President in the event of the President's absence or inability to act.

The **SECRETARY** shall keep a record of the proceedings of the board meetings and general meetings.

The **TREASURER** shall be responsible for the monthly review and report to the Board of Directors on the financial position of the organization showing: cash flow, balance statement and projected income. Based on the monthly reports, the Treasurer makes recommendations regarding expenses.

The **TREASURER** shall be responsible for all federal, state and local payroll reports. The Treasurer shall keep appropriate files and records to facilitate an annual audit. The; Treasurer shall annually prepare a budget and submit it to the Board of Directors for approval.

The IMMEDIATE PAST PRESIDENT shall serve to counsel and advise the Board of Directors on policy and procedures and insure compliance with established rules.

Section 3. ELECTION & TERM

The President, President-elect, Secretary and Treasurer shall be elected by ballot to serve for one year or until their successors are elected, and their term of office shall begin the first of January.

Section 4. SELECTION AND ELECTION OF OFFICERS AND DIRECTORS

A. Nominating Committee: No Nominating Committee member may be nominated by the committee. However, they may accept nominations from the floor. At the regular September Membership meeting, the President shall appoint, subject to approval by the Board of Directors, a Nominating Committee of Five (5) members in good standing of the Chamber, at least two (2) of whom shall be Directors. The President shall appoint the Chairperson of the Committee.

At the October Board Meeting the Nominating Committee shall present to the Board of Directors a slate of candidates to replace the directors and officers whose regular terms are expiring. Each candidate must be an active member in good standing and must have agreed to accept the responsibilities of a directorship or officer. No Board member may serve more than two (2) consecutive terms for that office, except as otherwise provided in the By-Laws. Appointments to complete an unexpired term shall not count as a term. An officer currently serving may be elected for only one (1) two (2) year term as a regular Board Member.

B. Publicity of Nominations: Upon receipt of the report of the Nominating Committee, the President (or other designated person) shall notify the membership by mail of the names of persons nominated as candidates for Directors and Officers along with the right to petition.

C. Nominations by Petition: Additional names of candidates for Directors and Officers may be nominated by petition bearing the genuine signatures of at least ten (10) members of the Chamber in good standing. Such petition shall be filed with the Nominating Committee as the legality of the petition(s) shall be final.

D. Determination: If no petition is filed within the designated period, the nominations shall be closed and the nominated slate of candidates shall be declared elected by the Board of Directors at their regular December Board Meeting.

If a legal petition shall present additional candidates, the names of all candidates shall be arranged on a ballot in alphabetical order. Instructions will be to vote for the number of open positions.

The President (or other designated person) shall mail this ballot to all active members at least fifteen (15) days before the regular December Board Meeting. The ballots shall be marked in accordance with instructions printed on the ballot and returned to the Chamber office within ten (10) days. The Board of Directors shall at their regular December Board Meeting declare the candidates with the greatest number of votes elected.

Section 5. SEATING OF NEW DIRECTORS AND OFFICERS

All newly elected Board Members and Officers shall be seated at the regular January Board Meeting and shall be participating members thereafter, with voting rights beginning at that meeting. Retiring Directors and Officers shall be relieved of their duties at the same meeting.

Section 6. VACANCIES

Vacancies on the Board of Directors, or among the Officers, shall be filled by the Board of Directors by a majority vote for the unexpired term. Directors so elected shall be eligible for election to two (2) full terms following completion of the partial term. Absence from three (3) consecutive regular Board Meetings without an excuse deemed valid and so recorded by a Board Member or Officer shall be construed as a resignation.

ARTICLE V MEETINGS

Section 1. MEMBERSHIP MEETINGS

A. The regular meetings of the Chamber of Commerce shall be held once a month unless otherwise directed by the Board of Directors.

B. The regular meetings of the Board of Directors shall be held once a month unless otherwise directed by the Board of Directors.

Section 2. Annual Meeting

The regular meeting in January shall be known as the annual meeting and shall be for the purpose of seating officers, receiving annual reports, and conducting any other business that may arise.

Section 3. SPECIAL MEETINGS

A. A special meeting may be held upon the call of the President or by a majority of the Board of Directors, or shall be called upon written request of ten members of the Chamber of Commerce. The purpose of the meeting shall be set forth in the notice.

B. Board meetings may be called by the President or by three (3) Directors upon written notice to the President or Executive Director.

Section 4. NOTICE

No notice shall be required for a regular meeting except the annual meeting, which shall require notice of at least twenty-five (25) days. Notice of a special meeting shall be given at least three (3) days in advance.

Section 5. QUORUM

A. One sixteenth (1/16) or 11 members, whichever is higher, shall constitute a quorum at regular, special, and annual meetings.

B. A simple majority shall constitute a quorum at Board meetings.

ARTICLE VI THE BOARD OF DIRECTORS

Section 1. COMPOSITION OF THE BOARD

The Board of Directors shall consist of eleven (11) members, in good standing. Membership on the Board shall consist of the President, President-Elect, Secretary, Treasurer, Immediate Past President and six (6) members elected from the general membership. The six (6) board members, one half (1/2), three (3) of whom shall be elected annually to serve for two (2) years, or until their successors are qualified and have been elected. In order to implement the two (2) year terms, the first year three (3) shall be elected for one (1) year and three (3) for two (2) years.

Section 2. POWERS

The Board of Directors shall be the governing body of the Chamber, subject to the limitations and exceptions provided for in the Articles of Incorporation and these By-Laws. All measures to be voted upon shall require a majority vote of the directors present at a regular or special called meeting, except where otherwise provided in these By-Laws. Policies formulated by the Board of Directors shall be maintained in a policy manual to be reviewed annually and revised as necessary.

Any actions taken by the Board of Directors shall be subject to review and repeal of the general membership at a regular Chamber meeting, when requested by five (5) members in good standing to the President five (5) days prior to the general meeting.

Section 3. EMPLOYEES

The Board of Directors shall employ and direct any persons deemed necessary to perform the objective of the Chamber of Commerce and they shall fix the salary and other considerations of employment, as provided for in the approved budget. Specific duties of employees shall be stated in the policy manual.

ARTICLE VII COMMITTEES & DIVISIONS

Section 1. APPOINTMENT AND AUTHORITY

The President, by and with the approval of the Board of Directors, shall appoint all committee chairs. The President may appoint such ad hoc committees and their chairs as deemed necessary to carry out the program of the Chamber. Committee appointments shall be at the will and pleasure of the President and shall serve concurrent with the term of the appointing President, unless a different term is approved by the Board of Directors.

It shall be the function of committees to make investigations, conduct studies and hearings, make recommendations to the Board of Directors, and to carry on such activities as may be delegated to them by the Board.

Section 2. LIMITATION OF AUTHORITY

No action by any member, committee, division, employee, director or officer shall be binding upon, or constitute an expression of, the policy of the Chamber until it shall have been approved by the Board of Directors. Committees shall be discharged by the President when their work has been completed and their reports accepted, or when in the opinion of the Board of Directors, it is deemed wise to discontinue the committees.

Section 3. TESTIMONY

Once committee action has been approved by the Board of Directors, it shall be incumbent upon the committee chairs or, in their absence, whom they designate as being familiar enough with the issues, to give testimony to, or make presentations before, civic and government agencies.

Section 4. DIVISIONS

The Board of Directors may create such divisions, bureaus, departments, councils or subsidiary corporations as it deems advisable to handle the work of the Chamber.

The Board shall authorize and define the powers and duties of all divisions, bureaus, departments, councils, and subsidiary corporations. The Board shall annually review and approve all activities and proposed programs of such divisions, bureaus, departments, councils or subsidiary corporations, including collection and disbursement of funds.

Section 5. INDEMNIFICATION

The Chamber may by resolution of the Board of Directors, provide for indemnification by the Chamber to the fullest extent permissible under California law, of any and all current or former officers, directors and employees against monetary losses, monetary damages

and/or expenses actually and/or necessarily incurred by them as a result of breach of their respective duties to the Chamber or in connection with the defense of any action, suit, or proceeding in which they or any of them are made parties, or a party, by reason of having been officers, directors or employees of the Chamber. The Chamber may not indemnify any current or former officers, director of employee for any intentional misconduct, acts in bad faith or reckless disregard or other acts specifically excepted from indemnification under California Law.

ARTICIE VIII FINANCES

Section 1. FUNDS

All money paid to the Chamber shall be placed in a general operating fund. Funds unused from the current year¹s budget will be placed in a reserve account.

Section 2. DISBURSEMENTS

Upon approval of the budget, the Board of Directors or its duly assigned person is authorized to make disbursements on accounts and expenses provided for in the budget without additional approval of the Board of Directors. Disbursements shall be by check. Every check shall require two signatures. The President and Treasurer shall be two of those authorized to sign checks. In addition the President shall designate two other members authorized to sign checks.

Section 3. FISCAL YEAR

The fiscal year for the Chamber shall close on December 31.

Section 4. BUDGET

As soon as possible after election of the new Board of Directors and officers, the Budget Committee shall Submit a budget for the coming year for approval no later than February's general meeting of the membership.

Section 5 ANNUAL AUDIT

The accounts of the Chamber shall be audited annually at the close of business the last day of December by a certified public accountant. The audit shall at all times be available to members in the organization within the offices of the Chamber.

Section 6. BONDING

The Executive Director and such other officers and staff as the Board may designate shall be bonded by sufficient fidelity bond in an amount set by the Board of Directors and paid for by the Chamber.

**ARTICLE IX
PARLAMENTARY AUTHORITY**

A. The rules contained in the Modern Edition of "Robert's Rules of Order" shall govern the Marina Chamber of Commerce in all cases where they are not inconsistent with these By Laws and any special rules of order the Chamber of Commerce may adopt.

B. At the direction of the President or the Board of Directors of parliamentarian may be appointed to monitor and address questions regarding "Robert's Rules of Order" and parliamentary authority.

**ARTICLE X
AMENDMENT OF BY LAWS**

These By-Laws may be amended at any regular or special meeting of the Marina Chamber of Commerce by a two-thirds vote of the Board of Directors or by a majority of the membership, provided that previous notice of the amendment was given to all members at least eight (8) days in advance.

CERTIFICATION

"WE HEREBY CERTIFY THAT THE ABOVE BY-LAWS WERE READ AT TWO MEETINGS, REVISED, ADOPTED AND APPROVED ON JULY 13, 1995. A QUORUM BEING PRESENT, AND BY A TWO-THIRDS VOTE OF THOSE PRESENT AND VOTING."

FIRST READING: MAY 11, 1995.

SECOND READING AND ADOPTION: JULY 13, 1995

SIGNED: PAUL VIERLING SIGNED N. WRIGHT
PRESIDENT SECRETARY

THE ARTICLES OF INCORPORATION FOR THIS CHAMBER OF COMMERCE ARE ON FILE WITH THE SECRETARY OF STATE, UNDER THE DATE OF AND UNDER THE NAME: "MARINA CHAMBER OF COMMERCE."

CORPORATED NO.: 414037

**FIRST READING AND ADOPTION: JULY 21, 1997
SECOND READING AND ADOPTION: AUGUST, 1997**

SIGNED: _____ SIGNED _____
PRESIDENT SECRETARY