

NAR COMMITTEE SERVICE STANDARDS

General Expectations of All Committee Chairmen:

1. I will deliver the service to NAR members for which this committee is responsible, meeting both the general and the specific expectations established by the NAR President for my Committee, with high standards of timeliness and quality, and with polite and responsive customer service.
2. I will conduct my Committee's operations in accordance with the policies of the NAR and the directives of the NAR President and Board of Trustees, and will seek guidance from my point of contact on the NAR Board when in doubt as to these policies and directives.
3. I will maintain full accountability and careful records for the funds allocated to me by the NAR or collected in connection with my Committee's operations, spending these funds only on NAR official business. If in doubt as to the propriety of an expense, I will consult with the NAR Treasurer before incurring it. I will not obligate the NAR to an unbudgeted financial liability of over \$100 except as specifically approved by the NAR President or Board of Trustees. I will report to the NAR Treasurer by February 1 of each year a full accounting for the income and expenses of my Committee.
4. I will provide a semiannual summary report of my Committee's activities and recommendations to the NAR President by the deadline that he establishes, generally 30 days prior to each regular semiannual meeting of the NAR Board of Trustees.
5. I will respond to phone calls, letters, or e-mails from the NAR President or my NAR Board point of contact within 7 days. I will advise them of those periods when I am traveling for a period of greater than two weeks and am unable to respond to mail or phone calls. If I have work or personal issues that make me unable to deliver the services of my Committee or respond promptly to NAR member customers, or if my Committee's workload exceeds its ability to sustain quality service, I will promptly advise the NAR President or my NAR Board point of contact.
6. I will maintain inventory records of my Committee's equipment, supplies, and any subscriptions or services purchased by NAR members from my Committee but not yet delivered. I will turn over these records, my Committee's supplies and equipment, and my financial records to my successor as Committee Chairman or to whomever the NAR President directs within 30 days of relinquishing my Chairmanship of this Committee.
7. I will promptly report to my NAR Board point of contact any conflicts of interest between my NAR volunteer position and duties and my employment or my personal relationships. I will not provide personal information on NAR members or information provided to me in confidence in connection with my NAR duties to anyone except those authorized by the NAR President to receive it.
8. I will supervise the performance of any assistants or subcommittee chairmen who report to me, and will ensure that they also meet the service expectations for my Committee.

MEMBERSHIP

Current Committee Purpose: Exactly as stated in By-Laws.

NAR By-Laws Language: Article 11, Section 3: The Membership Committee shall have as its duties the promotion of membership in the Association, the procurement of membership applications and other promotional materials, the certification as to class of a potential member, the conduct of the membership campaigns under the direction of the President, and the recommendation to the Board of Trustees of new membership classes as deemed appropriate and desirable from time to time.

Specific Expectations:

1. I will produce and, as required, update handouts, fliers, and applications promoting sport rocketry and membership in the NAR, tailored as appropriate for use by sections, school programs, hobby shops, and as advertisements in publications. These materials will include, but not be limited to, a tri-fold illustrated flier, a "kit stuffer" for use with manufacturer kits, a single-page membership application, and a small membership application for use in hobby shops.
2. I will maintain and update the materials provided to NAR members by NAR Headquarters upon the occasion of their joining and/or renewing their membership, including the membership card/license and the "second mailing" of additional material promoting and explaining the various activities of the NAR
3. I will work with the Public Affairs Committee and (as appropriate) with manufacturers to identify publications or other forms of media to target with information or articles about the NAR and the hobby of sport rocketry, in order to boost membership by broadening the exposure of the NAR and the hobby to members of the public who might be interested.