

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 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 the NAR President 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 financial liabilities 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 within 7 days. I will advise the NAR President 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 workload exceeds my ability to sustain quality service, I will promptly advise the NAR President and request assistance or replacement.
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 the NAR President 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.

NATIONAL EVENTS

Current Committee Purpose: To ensure that the NAR's three annual national events (National Meet, National Sport Launch, and National Convention) are organized properly and are run successfully, without financial loss, and in a manner that fully satisfies participants .

NAR By-Laws Language: Article 11, Section 11: The National Association of Rocketry Annual Meet Committee (NARAM Committee) shall have as its duties the organization and administration of the budget of the National Contest and National Convention (NARAM). Members of this Committee shall include the chairman of the Contest and Records Committee, the National Contest Director, and the National Convention Director.

Specific Expectations:

1. I will ensure that the NAR's three annual national events are held every year. If possible I will ensure that these events are three separate activities, with each being separated from the other two both geographically and by two months or more in time. I will ensure that the NARAM starts no earlier than 26 July and no later than 7 August.
2. I will attempt to secure a credible bid for each national event no later than the NARAM of the calendar year prior to the year in which that event will be held, and will promptly inform the NAR President if I believe that this cannot be done. I will inform the NAR President prior to announcing the awarding of a national event, and will get approval for the NARAM events from the NAR Contest Board Chairman prior to awarding the NARAM bid.
3. I will provide support, encouragement, advice, and supervision to the directors of each of the three annual national events and will do my best to maintain frequent, open, and cordial communications with these directors. I will work with other applicable NAR Committee Chairmen and volunteers to ensure that they provide any support that each national event may require from their area of responsibility. I will check the status of each event directors' preparations for their respective event no less often than once per month, increasing to once every week in the last month before their event.
4. I will execute a written agreement with each event director, specifying clearly the standards of service, financial arrangements, required reports, and other expectations of the NAR for their event and specifying what support and equipment the NAR will provide for their event.
5. I will maintain accountability for the NAR's range support equipment, ensuring that it is carefully inventoried and maintained each time its custody is transferred, and that this transfer of custody is documented each time that the equipment is moved between national events.
6. I will maintain an active program of annually soliciting support from the aerospace and hobby industries for cash donations to support the trophies for NARAM. I will provide photographs of the trophy recipients and thank-you letters to each corporation that provides this financial support.
7. I will ensure that each national event develops and that I approve a detailed and realistic budget projecting at least a financial break-even based on the proposed fee structure and reasonable estimates of event attendance. I will closely supervise the financial performance of each event against that budget, and will take prompt action to limit the NAR's potential financial losses if I see that an event is exceeding expense estimates. I will ensure that every event director provides a full financial accounting, and a check for the NAR's agreed share of any net profits, within 90 days after the end of the event.