MASSACHUSETTS TOWN CLERKS' ASSOCIATION, INC.
COMMITTEE & BOARD POLICIES & PROCEDURES MANUAL
As of June 12, 2019

INTRODUCTION

This manual has been developed and compiled by the Executive Board to document current membership expectations and practices, and expand upon the duties and responsibilities of the MTCA committees, as outlined in the Association Bylaws. Article VI, Section F of the Association Bylaws reads as follows:

> The Executive Board shall have the authority to create policies and procedures for officers and committees of the MTCA.

PART 1. MEMBERS

Certification Program (CMMC) and Certification Administrator

The Certification Administrator shall be responsible for the following:

- Notifies members, through the website or other means, of availability of applications, test dates and deadlines.
- Provides for availability of application forms at all MTCA Conferences.
- Receives and responds to all communications regarding certification and testing.
- Processes all exam applications.
- Prints and distributes by certified mail all tests semi-annually (between January 1 and 7, and July 16 and 23).
- Receives and grades tests and notifies applicants of results and review period.
- Notifies Examination/Certification Board, in writing, of request for review/appeal. Assists the Board in the review/appeal process.
- Mails, receives and processes all re-certification applications. Notifies applicants and prepares certificates.
- Presents certification and re-certification certificates to successful candidates at MTCA conferences.
- Retains examination applications and test answer forms until after review period. Retains all applications for certification as permanent records.
- Submits all fees and reports all expenses to the Treasurer in a timely manner.

Fees shall be as follows:

- Examination fee shall be fifty dollars ($50)
- Certification fee shall be twenty-five dollars ($25)
- Re-certification fee shall be fifteen dollars ($15)
- The Certification Administrator shall receive 50% of all fees paid to the Treasurer for the CMMC program, and shall submit a bill to the Treasurer for payment.

Sunshine Fund Procedures

The Sunshine Fund Administrator shall be appointed by the President on an annual basis, for a term to run until June 30. The Administrator's duties are to make appropriate recognition of member contributions, retirements, illnesses or bereavements. The following guidelines should be considered when making Sunshine Fund expenditures by either the Sunshine Fund Administrator or the President:

Retirements – Clerks with 5 years or more of service as Town Clerk – gift up to $75; Clerks with fewer than 5 years of service as Town Clerk – Certificate of Appreciation

Illness – Flowers or other appropriate gift to current Officers – up to $75; cards to be sent to all other members

Bereavements – Flowers or other appropriate donation – up to $75 for the death of a current or past Officer of the MTCA or upon the death of an active Town Clerk who is a member of the Association

Letter or Certificate of Appreciation – At the discretion of the President or Executive Board, a Letter of Appreciation or Certificate of Appreciation may be presented to any present or past Town Clerk

Miscellaneous – At the discretion of the President with approval of the Executive Board, a gift/donation and/or flowers may sent to a person who is ill or has had a death in their immediate family. This person must have made a substantial impact in some way to the Association either by teaching class or through donations or donation of their time.

Software Coordinator

The software coordinator position is intended to provide support and training to the Executive Board and members of committees who are required to utilize the MTCA software for processing MTCA business relative to membership and conferences.

This individual is appointed by the outgoing President prior to a new President taking office and to serve for the 2 year term of the incoming President. The position will have an annual stipend of $1200 with ½ paid in January and the remainder in June along with any additional per diem costs for services outside the scope of this position that are billed to the association by the software coordinator (see per diem section below).

The software coordinator is responsible for **training** as follows:
- Providing an annual training session for software users & E-Board members
- Providing new software users with up to 2 hours training upon appointment
- Maintain and disseminate the software manual, making corrections and additions as necessary

The software coordinator is responsible for **software functionality** as follows:
- Maintaining lists of software users, access levels & passwords as well as distribution of new software versions as they become available
- Leads the implementation of the software flip with software vendor, treasurer and assistant treasurer to ensure the membership data (member lists & income) and conference income within in the software matches treasurers records – making corrections when necessary

The software coordinator is responsible for **ensuring proper use and implementation** of the software in the following manner:
- Initiate processing reminders and deadlines via email to users prior to each conference for the following: scholarships, vendors, clerk teacher credits
- Initiate processing reminders and deadlines via email to users post conference about class attendance credits
- Initiate processing reminders via email relative to processing vendor annual website sponsorships, processing membership benefits (email, gmail access) and CMMC certifications.

The software coordinator acts as the **main contact between the MTCA and the software vendor** regarding software issues and updates. With the exception of the Treasurer, Assistant Treasurer (processing memberships) and the Conference Administrator, all software users must work through the software coordinator who will contact the vendor about software issues. The treasurer, Assistant Treasurer and Conference Administrator must copy the software coordinator on software issue communications with the vendor.

Per Diem events such as the following could result in additional compensation of $20/hour or an agreed upon lump sum to the software coordinator.
- Implementation of New Software Functionality (prior approval by E-Board required)
- Addressing software users failure to perform tasks which they are responsible for
- Additional trainings necessary beyond the scope to ensure proper software processing
- Management of unforeseen software issues beyond the scope

PART 2. CONFERENCES

Conference Registration Administrator
- Receives and processes all conference registrations and fees
- Maintains registration desk at conferences
- Maintains an accurate account of all conference attendees and reports results to Conference Committee
- Submits all conference receipts to the Treasurer in a timely manner

EDUCATION COMMITTEE ROLES

1. **Chairperson**
   - Scheduling Meetings (8-10 weeks prior to conference)/Meeting agendas / minutes and follow up emails.
   - Apply for IIMC credits for conference classes at soon as classes are determined.
   - Act as the Education Coordinator to ensure all responsibilities of the committee in preparing the education classes for conferences have been fulfilled
   - Send copy of agenda, Evaluation results and minutes from last meeting to all meeting attendees.
   - Inform coordinators of the deadline to obtain confirmation from instructors and description of classes for brochures.
   - Submit confirmed classes to MTCA President, 1st and 2nd VP.

2. **Secretary**
   - Work closely with the Chair
   - Take Minutes at all Education committee meetings
   - Send Agenda and draft minutes before meetings
   - Invite all education committee members to meeting; include City Clerk president and VP when scheduling the Winer & Spring conference.

3. **Evaluation Coordinator**
   - Create Evaluation links using survey Monkeyhttps://www.surveymonkey.com or any similar link.
   - Send link out to all class attendees after conference; track responses and report at next education committee meeting.

4. **Education Class Coordinator**
   - Maintain list of classes and instructor bios, coordinate
   - Assign Clerks to introduce instructors, hand out sign in sheets after 1st break, and ensure that class attendees know that the eval link will be sent out following the conference.
   - Send list of classes with descriptions to the Chair & Attendance Coordinator as soon as possible.
   - Send questions to instructors upon receipt from the Attendance Coordinator.

5. **Education Database Coordinator**

This individual is appointed by the President, is a member of the Education Committee and shall be responsible for the following:

   - Maintains database of all conference and education program attendees
   - Responds to all individual requests by Clerks for information about conference/class attendance
   - Reports updated information to Certification Coordinator to support applications for certification or re-certification

- Maintains database of Clerks, updating names, addresses, and certification status as appropriate.
- Supply Clerks with a certificate if they need one for their municipality
- Supply clerks a transcript of all classes taken upon request

6. Attendance Coordinator-
- Set up online registration
- Distribute sign in sheets to all class facilitators at least a week before the conference
- Submit questions from class attendees to Education class coordinator to forward to the instructors at least a week before
- Collect completed sign in sheets and forward to Certification Coordinator for input into the data base.

Conference Speakers
- A conference speaker is an individual who teaches a class or workshop, whether for credit or for professional development.
- Credit classes shall be a minimum of three hours in duration. Three hours shall be considered a half-day class, and six hours shall be considered an all-day class.
- All speaker fees shall be approved in advance by Treasurer, President, and Second Vice President, prior to any commitment to the speaker. All contracts shall be signed by the Treasurer and an Officer of the MTCA. Any expenditure for a conference speaker that exceeds $1,500 for a half-day class (3 hours) or $2,000 for a full-day class (6 hours), including travel expenses, shall require the prior approval of the Executive Board.
- No more than one-half of the speaker fee shall be paid to the speaker prior to the event. The balance of the payment shall be available and paid by the Treasurer upon the conclusion of the class.
- Hotel arrangements for any speaker shall be done by the speaker.
- Any Clerk, professional instructor, or state official who is asked to teach a class will be responsible for adhering to the curriculum and class outline agreed upon in advance with the Education Committee. Class time shall not be used for personal lobbying on any issue. Any variations on the curriculum shall be discussed and approved in advance by the Education Committee.
- Clerks who are invited to teach a class: the Association will waive their conference fee registration and the cost of 1 (one) meal per class teaching (excluding the banquet). Clerks are not compensated by the Association for attending or teaching at a conference.
- State Officials who attend conferences and who are invited to teach a class are not required to pay a registration fee for the conference, and the Association will pay for lunch or breakfast, as appropriate. State Officials are not compensated by the Association for attending or

teaching at a conference.

Conference Registration

Attendance at any MTCA conference is open to any member of the Association whose dues for the current fiscal year is paid in full prior to the start of the conference. All attendees must pre-register for the conference and classes, and enrollment in classes is done on a first-come, first-served basis.

Conference Refunds

Conference registration cancellations received by the Conference Administrator 48 hours in advance of the conference shall be entitled to a credit on file for future use. Meal cancellations must be made at least seven (7) days in advance of the first day of the conference in order for a credit to be placed on file for future use, unless the hotel has a more restrictive policy. The Association will make an effort to include cancellation deadlines in the conference brochure.

Conference Brochure

The Executive Board may direct that a conference brochure be produced for the purpose of giving conference attendees an up-to-date program of events, list of vendors, attendees, and other pertinent information. The individual responsible for the production of the brochure shall be appointed by the President, and the expense for printing the brochure shall be paid by the Treasurer.

Auditing Classes

Classes are primarily for the benefit of Association members. Any vendor or guest of a registered Clerk may audit a class, on the condition that a vacant chair is available, and with prior permission of the instructor. No vendor or guest may participate in the discussion, ask questions, or take handouts (unless there are extra copies after all attendees have gotten them)—i.e., a non-participatory audit.

PART 3. COMMUNICATIONS AND MENTORING COMMITTEES

COMMUNICATIONS COMMITTEE:

The Communications Committee oversees MTCA membership benefits (Members Only Section of the website & Google Email Group) to ensure that MTCA members have access to these important benefits in a timely manner. The Communications Committee is also responsible for the MTCA website and ensuring that the appropriate E-Board member and/or Committee representative are keeping their pages up to date with relevant information for our members. Additionally, the publication and archiving of Public Recorder Page, websites advertising sponsorships and New Clerk Welcome communications is managed by the Communications Committee. The following documents have been created and maintained by the Communications Committee: MTCA Google Email Group Etiquette (the policing responsibility belongs with the MTCA President), MTCA Membership Benefits Flyer, New Clerk Welcome Packet/communication, website advertising letter and contract.

- **Chairperson** – meeting agendas / minutes and follow up emails

- **Vendor Sponsor Coordinator**
  - Send out vendor sponsor letters and applications – annually in December
  - Process deposits for vendor sponsors in MTCA software – upon receipt
  - Provide vendor logos to website administrators – annually by February 1st

- **Public Recorder Editor**
  - Contacts the MTCA President and Legislative Agent one month prior to the quarterly publishing months (March, June, September, December) to obtain materials for the Recorder; sets deadline for submittal to ensure publication during each publication month.
  - Forwards received articles to Website Administrators for placement on Public Recorder page.

- **Membership Benefits Coordinator – MTCA Gmail**
- **Membership Benefits Coordinator – MTCA Website Members Only**
  - Provides access & notice to members regarding membership benefit – July thru October
  - Notifies nonmembers prior to removal from benefit – October
  - Processes membership changes as listed in the MTCA database - ongoing

- **Welcome Correspondence Coordinator**
  - New Clerk Welcome email with links/attachments to welcome packet – June & December
  - Provide New Clerk Lists to AP & OCPF – annually in June/July
  - Annual Dues Notice / Email – annually in July and when clarification is necessary

- **Online Welcome Packet Coordinator**
  - Keeps the online welcome packet materials on website up to date – ongoing & annually by June 15th
  - Verifies/updates useful links page of website – ongoing & annually by June 15th
  - Updates Clerks Contact Lists – annually in July

- **Website Administrators**
  - Post Vender Logos to website home / public recorder pages – by Feb 28th
  - Emails members directing them to a new Public Recorder issue – March, June, September, December
  - Archives previous Public Recorders as PDF's on the website – March, June, September, December
  - Website Content Managers for the following website pages / functions:

- Home Page / Association News / Jobs / Sponsors
- About Us – Mission Statement, Past Presidents, Contact Us, Useful Links, Clerk Contact Lists
- Members Pages - Public Recorder, Subscribe to Alerts & News, Clerks Library
  - Oversees / Trains and ensures <u>Website Content Managers</u> are keeping their webpages up to date –
    - Membership Page – Treasurer/Assistant
    - Scholarship Page – 1st VP
    - Conference Page – Communication Committee Member also on Conference Committee
    - CMMC – Certification Administrator
    - E-Board Page – MTCA Secretary
      - Committee Appointments, E-Board Directory
      - MTCA Bylaws, Committee & Board Policies & Procedures manual
      - Agenda & Packet, Minutes, Annual Meeting Agendas & Minutes
    - Committee Pages - Chairperson or appointed committee representative
      - Bylaw Review Committee
      - Communication Committee
      - Legislative Committee
      - Mentoring Committee

MENTORING COMMITTEE:

The MTCA's Mentoring Committee is charged with developing a suitable curriculum to assist new Clerks in establishing their offices and establishing a mentoring network for support.

Appointment of Mentoring Committee members – The mentoring committee consists of no more than 12 members with terms that do not expire. When a vacancy occurs on the mentoring committee interested clerks shall submit letters of interest to the MTCA president who shall forward these to the mentoring committee for review and approval. The mentoring committee is responsible for creating criteria qualifications to become members.

The following documents are created and maintained by the Mentoring Committee: Qualifications to become a member of the Mentoring Committee, Mentor and/or hosting requirements & responsibilities.

- <u>Chairperson</u> – meeting agendas / minutes and follow up emails
- <u>Registration Coordinator</u>
  - Creates & distributes registration forms
  - Manages survey monkey tool

- o Communicates with registrants
  - in advance of class (confirmation of date/time, location information, parking details, PowerPoint handout)
  - after the class (additional documents requested at class, survey link)
- Host Coordinator
  - o Main contact with host about location details, technology and food
- Certification Coordinator
  - o Applies for IIMC credit
  - o Produces and collects signatures for attendance sheets at workshops
  - o Produces and collects evaluations (required as part of IIMC credit) at workshops
  - o Inputs attendance into MTCA software & ensures appropriate class credit is recorded
- Education Coordinator
  - o Keeps Power Points up to date
  - o Monitors and updates website sample documents
- Mentor Coordinator
  - o Maintains mentor lists in MTCA software
  - o Host Mentors main contact to coordinate and follow requirements

PART 4: MISCELLANEOUS
Pledges and Donations

The MTCA shall not pledge, fund or donate to any organization without the prior vote of the Executive Board.

E-Mail Policy

The attached E-mail Protocols & Etiquette should be followed as a Rule of Conduct for the Association's google group e-mail.

NEACTC

If the NEACTC fundraising group wishes to raise funds at any MTCA Conference, arrangements should be made in advance with the 1st Vice President. Space will be limited to two vendor tables, on a space-available basis, at no cost.

The MTCA supports the efforts of its members who help to organize the New England Conference in Massachusetts, once every six years. The Association supports this effort financially, with a budget allocation of $1,000 per year.

Recognition gifts will be presented to MTCA members who graduate from the NEMCI&A.