

North Country Board of REALTORS®

POLICY MANUAL

This Policy Manual supersedes previously issued manuals, or any inconsistent policy statement or memoranda. No oral statements or representations can change the provisions of this Policy Manual.

Approved by the North Country Board of Directors
August 22, 2007

Amended and Approved by the North Country Board of Directors

October 02, 2007
September 16, 2008
April 28, 2009
July 21, 2009
October 27, 2009
April 13, 2010
June 15, 2010
August 17, 2010
May 17, 2011
September 20, 2011
November 29, 2011
July 24, 2012
February 18, 2014
April 15, 2014
December 2, 2014
January 20, 2015
September 19, 2017
March 16, 2023

DEFINITION AND ROLE OF THE BOARD OF DIRECTORS

The Bylaws of the North Country Board of REALTORS® defines the Board of Directors as the governing body of the Board.

Elected Officers

- President
- Vice President
- Treasurer
- Secretary

Directors

- Immediate Past President of the Board
- 3 elected REALTORS® Members of the Board
- Education Chair
- Membership Chair

Duties of the Officers and Directors

- (1) The President shall be the chief executive officer of the Corporation and shall preside at its meetings and those of the North Country Board of Directors and shall perform all the duties of the President subject to Board adopted policy and as required, subject to confirmation of the Board of Directors.
- (2) The Vice President shall, in the absence of the President, perform all of the duties of the President.
- (3) The Treasurer shall provide to all members of the Board of Directors a monthly statement of all accounts and financial affairs for the Corporation, to be supplied by the Executive Officer.

The Treasurer shall, prior to the end of each fiscal year, prepare a budget reflecting projected costs and expenses of the Corporation for the next fiscal year, and projected income from all sources for the next fiscal year. The budget shall be submitted to the Board of Directors of the Corporation for approval on a date not less than 45 days prior to the first day of the next fiscal year.

- (4) The Secretary shall have charge of the corporate seal and affix the name to all documents properly requiring such seal.
- (5) The Board of Directors of the Corporation shall be the governing body of the Corporation and shall have control and oversight of all the business and affairs of the Corporation and shall authorize all expenditures of funds. The Board of Directors shall contract, engage or employ such executive, legal, and office personnel it deems necessary to care for and maintain the properties of the Corporation and otherwise conduct the administrative business and operations of the Corporation. The Board of Directors shall have the right to audit all books and accounts at any time without notice. Except as otherwise provided in the Bylaws, the action of the Board of Directors shall be final.

Audit Committee

The Board of Directors has the right to audit all books and accounts at any time without notice and serves as the audit committee. [09/08]

Document Retention

The Document Retention Policy of the North Country Board of REALTORS® is modeled after NHAR and NAR recommended policy and is hereby attached as Appendix A. [09/08]

Committee Policies

General

The President shall appoint, subject to confirmation by the Board of Directors, a Chairperson for each committee. Each committee shall, at its first meeting of each year, elect from its membership a Vice Chairperson.

Affiliate Committee Chair

The Affiliates of the North Country Board shall determine their Chair annually. (05/10)

Affiliate of the Year

- A subcommittee of three (3) will be formed annually, consisting of the past REALTOR® of the Year, the past Affiliate of the Year, and the Board President. An alternate will be chosen from the Affiliates Committee in the event one of these three (3) are unable to participate or if a tie breaker is needed; this alternate will be decided annually when the Affiliates Committee Chair is decided.
- Nominations for Affiliate of the Year will be by written letters of recommendation submitted to any of the subcommittee members.
- Nominations may be made by REALTORS® or Affiliates.
- Criteria: Nominee must (1) be an active member of the Affiliates Committee (members are considered to be “active” their first year of membership and to maintain “active” status, must attend at least three Affiliates Committee meetings per year); (2) have a commitment to the Board; and (3) have a commitment to community service.
- The Affiliate of the Year will be announced when the REALTOR® of the Year is announced.

Mediation

Mediation services will be offered as a Board service. The responsibility of the Board and of the Board Members related to the process of mediation shall be as set forth and governed by the *Code of Ethics and Arbitration Manual* of the NATIONAL ASSOCIATION OF REALTORS® as from time to time amended.

The Mediator shall be appointed by the President, subject to confirmation by the Board of Directors. Said Mediator shall be a qualified mediation officer who is a member of the North Country Board, or of any other Board of the New Hampshire Association of REALTORS®.

Nomination and Election

At least two (2) months before the annual election, a Nominating Committee of three (3) REALTOR® members shall be appointed by the President with the approval of the Board of Directors. The nominating and election process shall proceed according to the bylaws. The following standards shall apply:

President: A Member who shall:

- (1) Have served as Vice President for a minimum of 1 year immediately prior
- (2) Elected for a one (1) year term and shall only be eligible to serve one (1) additional consecutive year. This does not exclude a member from serving again after having been out of office for one (1) year.

Vice President: A Member who shall:

- (1) At the time of taking office has been a member of the North Country Board of REALTORS® Board of Directors for a minimum of two (2) years of the last five (5) years.
- (2) To be elected to a one (1) year term, limited to two (2) consecutive terms. This does not exclude a member from serving again after having been out of office for one (1) year.
- (3) In the absence of the President, fill the duties of the Office of the President.
- (4) Succeed to the Office of the President.

Treasurer/Secretary:

- (1) Must have served a minimum of one (1) year on the Board of Directors within the last five (5) years.

Director:

- (1) Nominees must have been REALTORS® for at least one (1) year prior to taking office on the Board of Directors, and must have shown a dedication to the REALTOR® organization by regular meeting attendance.
- (2) All candidates will be asked to give a brief speech as to why they would like to serve as a member of the Board of Directors.

In the event of multiple nominees for any office, including Directors, each nominee will be given an opportunity to give a brief speech to the members as to why they would like to serve on the Board of Directors.

Applications for all positions shall be reviewed by the Nominating Committee for eligibility requirements.

In the event that an elective position is filled by a currently serving Director, that position may be filled for the remainder of that term by the next highest vote recipient running for Director. [09/11]

REALTOR® of the Year

The REALTOR® of the Year committee will be chaired by the most recent recipient and consist of the previous 2 recipients as members. In the event that one or more of these three people cannot serve on the committee, the President of the Board will have the right to appoint a person or persons to serve. (04/10)

Nominations for the REALTOR® of the Year will be taken from the membership from April 1 through May 1. All persons submitting a nomination will be asked to write a short statement as to why they believe their nominee should be the North Country Board REALTOR® of the Year. The ROTY committee will review all the nominations and choose the person who most exemplifies what it means to be a REALTOR®. A form will be provided to the award recipient to be filled out outlining their activities both in the REALTOR® organization and the community. (04/14)

Spirit Award

The Spirit Award is given to a member in good standing as recognition of their outstanding service as an unsung hero of the Board.

Procedure:

- (1) A member in good standing that has taken the initiative to provide volunteer assistance to benefit the members of the NCBR.
- (2) This award to be chosen by the Board of Directors and presented at the June membership meeting. (05/11)

Conflicts of Interest

It is the policy of the North Country Board of REALTORS® to ask individuals with a potential or real conflict to disclose it to the board prior to discussion and voting. [09/08]

Executive Officer

The North Country Board Executive Officer cannot hold an active real estate license during their administrative term. [09/09]

After the probation period, the Executive Officer's performance will be formally reviewed annually by the President, Past President and Vice President. Future goals and objectives will be established at this time. Additional performance reviews may be scheduled if the employee's performance or behavior warrants them. Each performance review is maintained in the employee's confidential file. [09/17]

Financial Policies

Expenditures

The Board of Directors shall administer the day to day finances of the Board. Capital expenditures in excess of \$500.00 may not be made without a majority vote of thirty percent (30%) of the Board Members eligible to vote.

Attendance Fees

All reservations made for educational and other cost intensive programs are subject to the full registration fee; no refunds will be made to “no shows”. Cancellations must be made by the Friday prior to the program. [11/11]

Additional Affiliates

Additional Affiliates at the same location will be charged one half the annual affiliate dues amount. [12/14]

Code of Ethics/Arbitration filing fees:

Code of Ethics: No filing fees.

Non-Prevailing Party to a Professional Standards Hearing shall remit a \$250.00 administrative Fee. [03/21]

Appeals to a Professional Standards Hearing shall be filed within 20 days after the hearing and shall be accompanied by a \$250.00 filing fee. [03/21]

Arbitration Filing Deposit: \$300.00. [03/21]

Meetings

Attendance

Members will be awarded one ticket per member per meeting attended throughout the year in the drawing for paid Local Board REALTOR® dues (usually held in December). [11/11] [1/15]

Meeting Minutes

All minutes will be kept in the Board Office, including minutes of any committee meetings. [09/08]

Membership Qualifications

Orientation

After an applicant has filed an application for REALTOR® membership, said applicant must attend and complete the Board Indoctrination Course, or another Board's Indoctrination Course with approval of the Board of Directors. Attendance at a course must be done within six (6) months; failure to do so shall be construed as a voluntary withdrawal of the application. (04/09)

PrimeMLS Representation

The NCBR Shareholder of PrimeMLS will be the sitting President each year, or another designee if they are unable to do so. (02/14)

NHAR State Directors

State Directors will be the President and the Incoming President. Alternate will be the Immediate Past President.

Public Records

The following public records are available to be viewed at the Board Office, upon request: Organization/Governing Documents, Conflict of Interest Policy, Form 990, Form 990-T, Financial Statements, Audit Report. [09/08]

Whistleblower

It is the policy of the North Country Board of REALTORS® to encourage both staff and volunteers to come forward with credible information on illegal practices, without retribution. [09/08]

HARASSMENT POLICY

See Bylaws Article VI – Privileges and Obligations, Section 13

The NCBR employees, leadership and members acting on behalf of the NCBR are entitled to respectful treatment in the workplace. Being respected means being treated honestly and professionally, with your unique talents and perspectives valued. A respectful workplace is about more than compliance with the law. It is a working environment that is free of inappropriate behavior of all kinds and harassment because of age, disability, marital status, race or color, national origin, religion, sex, sexual orientation or gender identity.

A Respectful Workplace

The NCBR is committed to providing an environment in which the dignity of every individual is respected. Each of us should understand that incidents of harassment and inappropriate behavior will not be tolerated.

Harassment

Harassment is unwelcome conduct toward an individual because of his or her age, disability, marital status, national origin, race or color, religion, sex, sexual orientation or gender identity, when the conduct creates an intimidating, hostile or offensive work environment.

Harassment is against the law in the United States and many other countries. Examples of harassment that may violate the law and will violate this policy include:

- Oral or written communications that contain offensive name-calling, jokes, slurs, negative stereotyping, or threats. This includes comments or jokes that are distasteful or targeted at individuals or groups based on age, disability, marital status, national origin, race or color, religion, sex, sexual orientation or gender identity.
- Nonverbal conduct, such as staring, leering and giving inappropriate gifts.
- Physical conduct, such as assault or unwanted touching.
- Visual images, such as derogatory or offensive pictures, cartoons, drawings or gestures. Such prohibited images include those in hard copy or electronic form.

Sexual Harassment

Sexual harassment is a form of harassment that is based on a person's sex or that is sex-based behavior. It is also sexual harassment for anyone in a position of authority to tie hiring, promotion, termination or

any other condition of employment to a request or demand for sexual favors. Although having a consensual romantic relationship with another NCBR member is not harassment, harassment may occur as a result of the relationship if either person in the relationship engages in conduct in the workplace that is inappropriate or unwelcome.

Inappropriate Behavior

Our goal is to have a work environment where we all treat each other respectfully and professionally. Any unprofessional or disrespectful behavior, even if not illegal, interferes with that goal and will not be tolerated. The NCBR reserves the right to respond to inappropriate behavior even where no one has complained or indicated they have been offended.

How to Report a Violation

Most reports of suspected violations of this policy are made to NCBR President or to the Board of Directors. **NOTE:** Suggested procedures for processing complaints of harassment are available on line at <http://www.REALTOR.org> or from the Member Policy Department of NAR.

Retaliation Is Prohibited

This policy strictly prohibits any retaliation against an employee, leader or other person who reports a concern about harassment or other inappropriate behavior.

APPENDIX A

DOCUMENT RETENTION POLICY

| <u>Type of Record</u> | <u>Recommended Period</u> |
|---|---------------------------|
| Accounting Records | |
| Accounts payable | 7 years |
| Accounts receivable | 7 years |
| Annual financial statements | permanent |
| Bank statements | 7 years |
| Bank reconciliations | 7 years |
| Canceled check – (routine) | 7 years |
| Canceled check –(special)(loan repayment, etc) | permanent |
| Correspondence (routine) | 4 years |
| Deeds and closing papers | permanent |
| Deposit slips | 4 years |
| Electronic payment records | 7 years |
| Employee expense reports | 7 years |
| Fixed -assets acquisition invoices (after disposal) | 7 years |
| Freight bills | 7 years |
| General ledgers | permanent |
| Income tax returns | permanent |
| Inventory count & costing sheets | 7 years |
| Insurance policies (after expiration) | 4 years |
| Investments (after disposal) | 7 years |
| Mortgages, loans & leases (paid) | 7 years |
| Payroll journals & ledgers | permanent |
| Purchase orders (except accounts payable copy) | 1 year |
| Purchase invoices & orders | 7 years |
| Receiving sheets | 2 years |
| Sales commission reports | 5 years |
| Sales records | 7 years |
| Subsidiary ledgers | 7 years |
| Tax returns (federal & state)(if applicable) | permanent |
| Trial Balances | permanent |
| Association Corporate Records | |
| Articles of Incorporation and amendments | permanent |
| Bylaws and amendments | permanent |
| Corporate filings | permanent |
| Corporate Minute Book | permanent |
| IRS Exemption Letter | permanent |

Electronically Stored Information

Specific documents in electronic formats will be treated according to the timeframes set forth elsewhere in the policy. Backup systems are as provided by NHAR; the purpose of the backups is to restore the association's computer network in the event of a crash.

Employment Records

Documents relating to job recruitment: advertising, job orders submitted to employment agencies, interviewing, testing, hiring, training, demotions, promotions, layoffs, discharge, and other personnel decisions. 1 year

Employee benefit plan documents duration of plan

FMLA leave records including: all FMLA information and notices distributed to these employees and records of an FMLA disputes.

Garnishments/wage assignments 3 years

Medical records relating to the exposure of the employee to any toxic or hazardous substances. (duration of employment plus 30 years)

Payroll records showing name, address, date of birth, occupation, rate of pay, and weekly compensation. 3 years

Personnel Records (10 years after employment ends)

Record of all occupation injuries, including those under state workers compensation law and ERISA awards (five years for ERISA; state law requirements will vary)

Legal Documents

Contracts (after expiration) 10 years

License Applications (after expiration) 1 year

Trademarks, Patents & Copyrights permanent

Warranties & Guaranties (beyond terms of the warranty) 2 years

Correspondence (legal) permanent

NAR/Association Documents

NAR charter permanent

Territorial jurisdiction permanent

REALTOR® Agreement until superseded

Member file & membership applications 2 years after membership terminates.

Professional Standards Policies 5 years

Professional Standards Hearing Records

Ethics (original decision) permanent

Rest of hearing file-minimum of 1 year after satisfaction of sanctions (if any) and there is no threat of litigation.

Arbitration/Mediation (minimum of 1 year after payment of award (if any) and there is no threat of litigation.

Property Records

Deeds of Title permanent

Leases (after expiration) 2 years

Depreciation schedules permanent

Property Damage 7 years

Appraisals permanent

Blueprints/Plans permanent

Warranties & Guaranties (beyond terms of warranty) 2 years

Pension & Profit Sharing

ERISA disclosure documents (date disclosure was due) 6 years

IRS Determination Letter(s) permanent

Forms 5500 & plan documents permanent

APPENDIX B

POSITION DESCRIPTIONS/RESPONSIBILITIES/ROLES

(07/12)

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

PRESIDENT

Term: 1 year

Selection: Election

Function: The President of the Board projects the image of the Board to the membership, the industry, and the general public and serves as chief spokesperson. As such, the President must be as familiar as possible with every current or projected activity or issue. The President shall have served as Vice President of the Board.

Duties: The President shall have the authority and responsibility to perform the following duties:

- (1) Shall work closely with the Chief Staff Executive to manage all aspects of the association.
- (2) Shall appoint Chairs and members of all committees, subject to approval by the Board of Directors.
- (3) Shall preside at meetings of the Board of Directors and General Membership.
- (4) Determine committee structure and administer committee functions.
- (5) Work with chief staff executive to develop detailed budget; determine budget adjustments as necessary.
- (6) Identify and recruit future volunteer leaders.
- (7) Foster effective relationships with local and government leaders and legislators, service providers/vendors, and the media.
- (8) Serve as the association's government advocate for industry issues; support the state and national association's advocacy efforts.
- (9) Assume a visible leadership role at association networking and social functions.
- (10) Attend NHAR Board of Directors Meetings as one of two State Directors.
- (11) Keep an open line of communication with the state leadership and assigned Member Liaison.
- (12) Attend the NHAR Fall Convention.
- (13) Serve on Affiliate of the Year Committee.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

VICE PRESIDENT

Term: 1 year

Selection: Election

Function: The Vice President should embody the same qualities as required of the President and should plan for the following year when he/she will assume the leadership of the Board. He/she should work closely with the President and Chief Staff Executive and be involved at all levels of the decision-making process.

Duties: The Vice President shall have the authority and responsibility to perform the following duties:

- (1) Perform the duties of the President in his/her absence or disability and shall perform such other duties as may be requested by the Board of Directors.
- (2) Shall succeed to the office of President.
- (3) Shall represent the Board at important meetings, luncheons, etc. when requested by the President and where representation from the Board is deemed appropriate.
- (4) Attend Board of Director and General Membership Meetings.
- (5) Attend NHAR Board of Directors Meetings as one of two State Directors.
- (6) Chair the Honor Society & Awards Committee and attend the NHAR Honor Society Working Group meeting as the Board representative.
- (7) Attend the NAR Leadership Summit in Chicago with the Chief Staff Executive.
- (8) Shall attend the NHAR Leadership Conference of the incoming President.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

SECRETARY

Term: 1 year

Selection: Election

Function: Serves as Secretary of the Board.

Duties: The Secretary shall have the authority and responsibility to perform the following duties:

- (1) Shall oversee the minutes of all meetings of the Board of Directors, General Membership meetings, or Designated REALTOR® meetings, and shall be responsible for the accuracy and timely distribution of those minutes to the EO.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

TREASURER

Term: 1 year

Selection: Election

Function: Serves as Treasurer of the Board.

Duties: The Treasurer shall have the authority and responsibility to perform the following duties:

- (1) Shall have the authority to endorse checks.
- (2) Shall ensure that monthly income/expense statements prepared by the EO are reviewed and presented to the Board of Directors.
- (3) In cooperation with the Chief Staff Executive, shall prepare an annual budget that is approved by the Board of Directors and General Membership.
- (4) Shall ensure that proper accounting procedures are used by the Board and complete control of income and expenses are maintained at all times.
- (5) Shall attend the Board of Directors and General Membership meetings.
- (6) Collect monies from Meeters/Greeters at end of meetings.
- (7) Forward collected monies to Board Office.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

PAST PRESIDENT

Term: 1 year

Selection: Automatic

Function: The Past President serves on the Board of Directors as an officer of the Board and as a resource to the succeeding leadership.

Duties: The Past President shall have the authority and responsibility to perform the following duties:

- (1) Shall serve as a Designated Alternate at the NHAR Board of Directors meetings.
- (2) Shall attend the Board of Directors and General Membership meetings.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

LOCAL DIRECTOR

Term: 3 years

Selection: Election

Function: Serves as a member of the governing body of the Board.

Duties: The Local Director shall have the authority and responsibility to perform the following duties:

- (1) Shall make reasonable efforts to fully attend every Board of Directors meeting.
- (2) Keep the members informed of the activities of the Board.
- (3) Present to the Board of Directors any programs, suggestions, or concerns of the members.
- (4) Make every attempt to attend all major functions of the Board.
- (5) The Directors shall have a working knowledge of the Bylaws and Policy Manual, The Code of Ethics and Arbitration Manual, and Robert's Rules of Order.
- (6) Keep abreast of the accomplishments of the Board, NHAR, and NAR so as to be prepared to discuss these matters with the membership.
- (7) Be prepared to accept all other duties as requested by the President and maintain continuous liaison with the Chief Staff Executive to ensure proper coordination in the conduct of the Board's business.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

AFFILIATES LIAISON

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: The primary role of the liaison from the NCBR Board of Directors to the Affiliate Committee shall be to act as a conduit of information between the two groups, and to present the views and positions of each group to the other.

Duties: To act as liaison with the Board of Directors and the Affiliate Committee.

- (1) Attend and participate in all meetings of the Affiliate Committee, but shall not be a voting member of the committee, unless said member is also a member of the Affiliate Committee. If this is the case, the member shall hold one vote as a member of the committee and not as the Board Liaison.
- (2) Report back to Board of Directors
- (3) Communicate with Affiliate Chair and Executive Officer
- (4) Determine Meeters/Greeters and Sponsors and forward information monthly to Executive Officer
- (5) Provide Meeters/Greeters with sign-in sheets
- (6) Provide any necessary training of Meeters/Greeters
- (7) Turn monies over to Treasurer

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

PrimeMLS REPRESENTATIVE

Term: 3 years (1 Director and 1 Alternate)

Selection: Appointed by President; Approved by Board of Directors

Function: The PrimeMLS Director (a local Board member of the PrimeMLS) serves as a liaison to the Board of Directors and the General Membership.

Duties: To attend PrimeMLS meetings and communicate back to the Board

- (1) Attend monthly meetings
- (2) Provide Talking Points for the General Membership Meetings
- (3) Attend Shareholder meetings
- (4) Serve on a PrimeMLS Committee

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

AFFILIATE COMMITTEE CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: To chair the Affiliate Committee.

Duties: The committee is responsible for keeping the Affiliate members involved with the Board through events and continuing education, inclusive of but not limited to scheduled General Membership meetings and participation in the Affiliates Trade Show.

- (1) Oversee the Affiliate Committee that will appoint its own members.
- (2) Coordinate and keep the Affiliate Liaison informed of all Affiliate activities.
- (3) Preside over Affiliate Committee meetings.
- (4) Review minutes of each meeting and provide a copy to the Board Office for file.
- (5) Work with the Education Committee Chair when needed for sponsoring continuing education with CE credits.
- (6) Schedule Meeters/Greeters for each NCBR General Membership Meeting.
- (7) Work with Communications Committee Chair and Executive Officer to send out email blasts.
- (8) Create a Press Release article for the Affiliate of the year.

Note: Members of this committee shall each participate in the meetings held by the Chair. In addition members shall each have one vote on any proposals made by the committee. It shall also be the task of each member to actively participate in planning or implementing at least one of the education events that is planned by this committee.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

AFFILIATE OF THE YEAR SUBCOMMITTEE CHAIR

Term: 1 year

Selection: Most Previous Affiliate of the Year

Function: To determine the current year Affiliate of the Year.

Duties: The Chair, along with the Chair of the REALTOR® of the Year and the Board President determine the Affiliate of the Year. Process is as follows:

- (1) A subcommittee of three (3) will be formed annually, consisting of the past REALTOR® of the Year, the past Affiliate of the Year, and the Board President. An alternate will be chosen from the Affiliates Committee in the event one of these three (3) are unable to participate or if a tie breaker is needed; this alternate will be decided annually when the Affiliates Committee Chair is decided.
- (2) Nominations for Affiliate of the Year will be by written letters of recommendation submitted to any of the subcommittee members.
- (3) Nominations may be made by REALTORS® or Affiliates.
- (4) Criteria: Nominee must (1) be an active member of the Affiliates Committee (members are considered to be “active” their first year of membership and to maintain “active” status, must attend at least three Affiliates Committee meetings per year; (2) have a commitment to the Board; and (3) have a commitment to community service.
- (5) The Affiliate of the Year will be announced when the REALTOR® of the Year is announced.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

BYLAWS CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: To ascertain that Board bylaws are up to date and in compliance with NAR requirements.

Duties: Work with EO to update bylaws with mandated changes from NAR and any local Board bylaw amendments.

Determine that the bylaw amendments are processed correctly: approved by the Board of Directors and then noticed to the membership in a timely manner for a vote at a General Membership Meeting, contingent on approval by NAR; thereafter updated bylaws to be distributed to all members.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

COMMUNICATIONS CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: To communicate events, meetings, educational opportunities, awards and other pertinent REALTOR® information to the general public and the membership.

Duties: The purpose of the committee is to make recommendations on NCBR Facebook Fan Page, newsletter and other media communications so as to best communicate with our members and the public. Said information shall be accurate, consistent, up-to-date and relevant news and information.

The NCBR Communications Committee shall be maintained as a standing committee for the Board. The Chair shall appoint REALTOR® members of the committee at his/her discretion.

The responsibility of the Chair shall be to oversee the committee and all of the acts and tasks as listed in the statement of purpose above. Additional responsibilities (direct or delegated) shall be:

- (1) Presiding over meetings and compiling minutes of each meeting.
- (2) Posting upcoming events to the Facebook Fan Page.
- (3) Ensuring accurate updates and information on the Facebook Fan Page.
- (4) Gathering information for the quarterly newsletter.
- (5) Coordination with the Executive Officer.
- (6) Working with all committees and the Executive Officer to send out email blasts.
- (7) Keep contact list of newspaper contacts and contact information.
- (8) Notify newspaper contacts with meeting dates and locations for community calendars.
- (9) Take photos at events or retrieve photos.
- (10) Submit Press Releases of REALTOR® events.
- (11) Keep list of Admins of Facebook Fan Page.
- (12) Post meetings, events, classes, and awards.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

COMMUNITY SERVICES CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: To promote community service in the communities served by the Board.

Duties: As follows:

- (1) Research possible community outreach programs that would benefit by REALTOR® participation.
- (2) Communicate with the Board of Directors.
- (3) Communicate with the contact person of the selected program.
- (4) Update the Board of Directors with progress reports.
- (5) At appropriate time, share information with the Communications Chair.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

EDUCATION CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: Provide educational opportunities to the membership in order to renew their licenses and improve their skills.

Duties: As follows:

- (1) Schedule instructors for credit and non-credit courses.
- (2) Schedule speakers to keep the membership up on current events.
- (3) Coordinate with Membership Chair for locations for meeting.
- (4) Coordinate with Affiliate contact person for sponsorship from Affiliates for sponsoring education courses, providing Meeters & Greeters.
- (5) Preside over meetings and compile minutes of each meeting.
- (6) Acting when necessary as the liaison between the committee and the NH REC on topics relating to education.
- (7) Ensuring through membership surveying that each topic is relevant to NCBR members.
- (8) Soliciting CE credit classes and securing the speakers.
- (9) Work with the Communications Committee and the Executive Officer to send out email blasts.
- (10) Communicate with the Chair of Member Services to secure the location.
- (11) Communicate with the Executive Officer to market the events and thank each speaker after the event.

Note: *“The Education Committee will provide the best real estate education possible at the lowest cost for our members”*

The NCBR Education Committee shall be maintained as a standing committee for the board. Its member shall consist of agents of the board. Meetings of the committee shall be held at the discretion of the Chair but no less than once per year.

Purpose: The NCBR Education Committee shall be the primary resource for professional development and continuing education for the members of the board. Its tasks are inclusive of but not limited to scheduling classes with CE Credits for 4 monthly meetings (January, February, March & April), including the free Professional Development Series (PDS), Core Courses, as well as other special education events that take place throughout the year. The Committee shall have authority to tentatively schedule the classes, pending approval by vote of the Board of Directors.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

EQUAL OPPORTUNITY CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function:

Duties:

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

GRIEVANCE CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors
(1) Must have attended the NHAR Professional Standards Workshop during the past two (2) years.
(2) Shall be in Good Standing with the NH REC.
(3) Shall be eligible for reappointment.

Function: Standing Committee of at least 6 Board Members, in good standing. All committee members must have attended the NHAR Professional Standards Workshop within the previous two years. The committee should have balanced representation of men and women with knowledgeable persons of a judicial temperament.

Duties: The function of the Grievance Committee is to review complaints and arbitration requests to determine if, taken as true on their face, a hearing is to be warranted. The Grievance Committee makes only such preliminary evaluation as is necessary to make these decisions; it does not hold hearings and it does not decide whether members have violated the Code of Ethics. The Grievance Committee does not mediate or arbitrate business disputes.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

HONOR SOCIETY & AWARDS CHAIR

Term: 1 year

Selection: Automatic – Vice President

Function: Oversee the honor society and awards programs.

Duties: The duties of the Honor Society & Awards Chair include the following:

- (1) Communicate, promote, collect and review honor society forms from the membership.
- (2) Email acknowledgement of receipt of each application.
- (3) Attend the NHAR Honor Society Working Group meeting at NHAR as the Board's representative.
- (4) Present the certificates and pins at the Awards Meeting.

Note: Honor Society applications are emailed to the membership by the Executive Officer. Honor Society applications will be made available at the General Membership meetings.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

MEMBER SERVICES CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: To attend monthly REALTOR® meetings and Board of Directors meetings; and to coordinate facilities for all North Country Board meetings.

Duties: The duties of the Member Services Chair includes the following:

- (1) If refreshments are being served, the Chair would purchase coffee and donuts for the meeting and submit a receipt to the EO for reimbursement.
- (2) Obtain the Annual Calendar from the President.
- (3) Discuss Wi-Fi requirements for classes with the Education Chair; to determine the appropriate location for scheduled meetings.
- (4) Complete and submit hall location Rental Request forms on behalf of the Board.
- (5) Complete and submit to Town Offices the Raffle Permit form.
- (6) Inform the EO of meeting locations and fees to be paid for each.
- (7) Retain copies of rental forms, raffle permits and hall contact information. Submit payment request for hall rentals to the EO.
- (8) EO to provide the Meeters/Greeters/Sponsors, President, Treasurer and Membership Chair with the Sign-Up Sheets for the REALTORS® and Affiliates via email prior to the meeting.
- (9) The Member Services Chair or the Treasurer shall inform the Meeters/Greeters how to track the income received. They should communicate prior to the meeting.
- (10) The Treasurer will obtain the list of the monthly meeting attendees for REALTORS® and Affiliates for the purposes of tracking and submitting the income to the EO. The Treasurer will then provide a copy to the President and the Member Services Chair.
- (11) Track meetings attended by each REALTOR®. At the December meeting, each REALTOR® will receive a ticket for each meeting attended in that calendar year; a drawing will be held for free Local Board Dues for the upcoming year.
- (12) Responsible for coordinating facilities for the June and December meetings; obtaining menus/catering quotes and other costs to present to the Board of Directors for review and final decision. Finalize arrangements with facility/caterers and retain copies of contracts. Submit copies to the EO for payment.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

NOMINATING CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function:

Duties: The duties of the Nominating Chair include the following:

- (1) Keep track of prior year positions held by maintaining the NCBR Officer and Director Grid.
- (2) Take nominations from membership for Board of Directors positions.
- (3) Contact nominees to discuss and confirm their willingness to serve if elected.
- (4) Prepare ballot for NCBR Fall Budget/Elections meeting.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

PROFESSIONAL STANDARDS CHAIR

- Term: 1 year
- Selection: Appointed by President; Approved by Board of Directors
- Function: Standing Committee of at least 6 Board Members, in good standing. All committee members must have attended the NHAR Professional Standards Workshop within the previous two years. The committee should have balanced representation of men and women with knowledgeable persons of a judicial temperament.
- Duties: The function of the Professional Standards committee is to hold hearings when an Ethics Complaint or an Arbitration Request is forwarded from the Grievance Committee. These hearings and related procedures will be carried out according to the National Association of REALTORS® Code of Ethics and Arbitration Manual.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

PUBLIC POLICY & RPAC CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function:

Duties: The duties of the Public Policy/RPAC Chair are as follows:

RPAC:

- (1) Monitor how the Board is doing with regard to meeting and exceeding RPAC goals.
- (2) Review incoming State RPAC correspondence, reports and memos.
- (3) Read and keep up with NAR and NHAR state and national RPAC activities.
- (4) Listen and take part in RPAC seminars and meeting, when offered.
- (5) Take tickets at meetings (or have a willing REALTOR® assist) to raise 50/50 funds for RPAC and IMF.
- (6) Update Board and General Membership from time to time on goals.
- (7) Create fund raising ideas.

Public Policy:

- (1) Read all incoming correspondence from NHAR on issues that the Public Policy Committee will be taking up.
- (2) Become familiar with the issues and bills before the House and Senate and determine the stand that PPC is taking on them.
- (3) Understand why the PPC is taking the stand they are on an issue and where they see the bill heading.
- (4) Ask questions of the Government Affairs Director at NHAR to clarify understanding of issues.
- (5) Read the public policy sections of NAR and NHAR websites and brief the Board and General Membership from time to time to keep them informed on upcoming issues.
- (6) Attend Public Policy meetings in Concord and the December Retreat.
- (7) May go to the Statehouse and listen o testimony and/or give testimony on issues.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

REALTOR OF THE YEAR CHAIR

Term: 1 year

Selection: Automatic – Previous year’s recipient

Function: Committee of three (Chaired by previous year’s recipient and two most recent named ROTY’s that retain active membership in the Board) to determine the North Country REALTOR® of the Year.

Duties: The duties of the REALTOR® of the Year Chair include the following:

- (1) Promote nominations via email to the general membership.
- (2) Acknowledge all nominations received to the person making the nomination.
- (3) Make decision; notify EO so the plaque can be ordered.
- (4) Present award at the June meeting. Obtain the plaque and ROTY pin from the Executive Officer.

Note: Guidelines for determination of recipient need to be spelled out:

- (1) REALTOR® activity
- (2) Committee & Civic activities
- (3) Review of nomination letters and material
- (4) Honor Society information, if submitted

Note: The REALTOR® of the Year committee will be chaired by the most recent recipient and consist of the previous 2 recipients as members. In the event that one or more of these three people cannot serve on the committee, the President of the Board will have the right to appoint a person or persons to serve.

Nominations for the REALTOR® of the Year will be taken from the membership from April 1 through May 1. All persons submitting a nomination will be asked to write a short statement as to why they believe their nominee should be the North Country Board REALTOR® of the Year. A form will be sent to everyone nominated to be filled out outlining their activities both in the REALTOR® organization and the community. This form will need to be returned to the committee by May 15. The ROTY committee will review all the nominations and choose the person who most exemplifies what it means to be a REALTOR®.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

SCHOLARSHIP CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: Oversee the scholarship program.

Duties: The duties of the Scholarship Chair are as follows:

- (1) Send application to guidance office by January 1st.
- (2) Review applications; make sure all committee members have copies.
- (3) Make sure the deadline is adhered to.
- (4) Oversee funds to make sure enough monies are available each year.
- (5) Oversee fundraising efforts.
- (6) Review amount of and number of scholarships each year.
- (7) Contact school once applicants are chosen to ascertain how presentations are to be made.
- (8) Chair or assignee attends graduation or awards ceremony to present award.
- (9) Letter of congratulations is prepared by Chair to selected candidates; letter to include request that recipients contact us in August to assure they are still going to school. Check is issued to student directly.
- (10) Report updates to the Board of Directors.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

STRATEGIC PLANNING CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: Chair the Strategic Planning Committee, which will administer the long-range planning process.

Duties: Meet with the Board of Directors to establish long-range goals, promote the goals through the approval process, or monitor progress against the goals.

The Chair shall also perform special projects and duties at the request of the President.

NORTH COUNTRY BOARD OF REALTORS®

Position Description/Responsibility/Role

SUNSHINE COMMITTEE CHAIR

Term: 1 year

Selection: Appointed by President; Approved by Board of Directors

Function: To keep in touch with the membership regarding any event that needs recognition, such as birthdays, illnesses, promotions, births, deaths, etc.

Duties: Duties of the Sunshine Committee Chair include the following:

- (1) Acknowledge events by appropriate e-cards or regular cards, gifts, flowers, fruit baskets, green plants, etc. and inform the Board of the event.
- (2) Contact the General Membership to introduce yourself as the Sunshine Committee Chair.
- (3) Provide contact information.
- (4) Keep track of expenses and reconcile as needed, sending such information to the Executive Officer with receipts for reimbursement within budget.