

**POLICY**

**MANUAL**

# **MISSION STATEMENT**

**THE MISSION OF THE ALLEGHANY COUNTY CHAMBER OF  
COMMERCE IS TO IMPROVE THE QUALITY OF LIFE IN THE  
COUNTY BY PROMOTING DEVELOPMENT, TOURISM,  
EDUCATION, COMMUNITY INFRASTRUCTURE, GOVERNMENT  
RELATIONS, AND SERVICES FOR OUR MEMBERSHIP.**

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## **I. AFFILIATION WITH OTHER ORGANIZATIONS**

A. The Alleghany County Chamber of Commerce is affiliated with other organizations to provide service of a specialized nature. Provision for these memberships are made in the Annual Program of Work and the annual budget.

B. The Chamber of Commerce holds membership in, or works closely with, other local, state, regional, and national organizations. It does not approve or reject projects furthered by any of these organizations.

C. In the event committees, officers or members of the Board of Directors are requested to make recommendations for members to represent the Chamber of Commerce in another group or organization, such recommendation shall be approved by the Board of Directors and/or the Executive Committee.

## **II. BUDGET AND FINANCES**

A. The following shall govern the budget and funds of the Chamber:

1. Once approved by the Board of Directors, the general budget and all details covering the receipt, disbursement, and supervision of the funds of the Chamber of Commerce shall be the responsibility of the Executive Director and the Treasurer.

2. Any funds of an annual budget appropriated for a committee which are unexpended at the end of a fiscal year shall not be carried over into another year for that committee.

3. Requests for special or regular donation to charitable, philanthropic, recreational or promotional programs which are not in conformance with regular Chamber of Commerce activities shall not be considered.

4. The Executive Committee will present a budget for the TDA Tourism Development Authority. This budget will then be approved by the full Board prior to presentation to the TDA Board.

B. The Board of Directors prohibits the raising of special funds by the Chamber of Commerce committees without approval. The Treasurer and Executive Director shall control all such special funds.

C. The Executive Director shall sign checks along with the Treasurer or those designated by the Board.

D. Except for extenuating circumstances, membership on a committee is assigned to members of the Chamber and employees of member firms. Non-members shall be assigned to a committee on approval the President, Executive Director, and the Vice President under whom the committee's responsibilities fall.

E. The funds of the Chamber of Commerce shall be deposited in local financial institutions based upon the best financial services as determined by the Executive Director.

F. Information pertaining to the finances of the Chamber of Commerce, including the membership dues of its members, shall not be released without the approval of the Executive Committee.

G. The Executive Director of the Chamber of Commerce is authorized to furnish, upon request, to any member in good standing, a monthly financial statement after it has been presented to the Board of Directors at their monthly meeting. Staff and members shall not furnish any information to persons regarding the internal finances and administration of the Chamber of Commerce. Any requests for such information shall be made in person to the Executive Committee at a regular or called meeting.

### **III. CONFLICT OF INTEREST**

A. Officers and staff of the Chamber of Commerce shall be free from the possibility of a conflict of interest between their businesses and Chamber of Commerce affiliations.

B. All officers and staff of the Chamber of Commerce shall conduct their Chamber of Commerce affairs and activities in such a way that these affairs and activities shall be in the general community interest and not for personal gain and profit

C. All Board directors and staff are to sign a conflict of interest policy upon joining the Chamber.

### **IV DUTIES OF COMMITTEES**

A. Each duly appointed committee of the Chamber of Commerce should have its specific goal and assignment declared in detail in each Annual Program of Work.

B. If it becomes apparent that any committee of the Chamber of Commerce is not functioning and fulfilling its responsibilities as outlined in the Policy Manual or the Program of Work, the Executive Director shall recommend to the President that the committee be restructured.

### **V. DUTIES OF OFFICERS**

A. President

...shall preside at meetings of the Board of Directors and the Executive Committee and perform all duties incidental to this office

...shall be responsible to the Board of Directors

...may preside at all public and private functions attended by the entire Chamber of Commerce

...shall be responsible to the Board of Directors and the Executive Committee for the proper administration of voluntary leadership for the Chamber of Commerce

...shall be an ex-officio member of all committees

...shall make suggestions to the Board of Directors that may promote the prosperity and increase the usefulness of the Chamber of Commerce

...may excuse the Chamber staff from Executive Meetings, and appoint, if necessary, another member of the Executive Committee to take minutes at a closed door session whenever the discussion might involve sensitive personnel issues

...shall have a copy of the keys to the Chamber office.

B. President Elect

The President Elect shall exercise the powers and authorities and perform the duties of the President in the absence or disability of the President. The President Elect shall also serve as the Chairman of the Program of Work Committee.

C. Directors

...shall be directly responsible to the President and the Board of Directors for the successful completion of goals assigned to committees under their jurisdiction by the Program of Work

...shall, with the advice and concurrence of the President, be responsible for appointing committee members under his jurisdiction

...Shall, with the advice and concurrence of the President, fill vacancies on committees under their respective jurisdiction

D. Treasurer

The Treasurer shall be directly responsible to the President and the Board of Directors and shall be jointly responsible with the Executive Director and other designated employees of the staff for the disbursement of funds of the Chamber of Commerce. The Treasurer and Executive Director shall issue a financial report to the Board of Directors at regular intervals.

E. Secretary

The Secretary will take all minutes at all Executive Committee meetings. Even though the Administrative Assistant takes and compiles the Board meeting minutes, the Secretary is to approve them prior to being sent to the full Board.

F. Flower Policy

A floral arrangement of \$35 may be sent in memory of an immediate family member (husband, spouse, child or parent) of a staff or Board director. Cards may be sent to acknowledge all other county residents that have been involved with the Chamber.

## **VI. BOARD OF DIRECTORS**

The Board of Directors shall be the governing body of the Chamber of Commerce, and Except where specific administrative control is delegated to the Executive Director or Executive Committee through the By-Laws and/or the Policy Manual of the Chamber of Commerce, shall establish all administrative, financial, organizational, program or other policies.

## **VII. EXECUTIVE DIRECTOR**

The Executive Director:

A job description for the Executive Director is attached to this policy manual. Any changes made to the job description must be approved by the full Board.

## **VIII. SURETY BONDS**

1. The Treasurer, Executive Director, and any employees of the Chamber of Commerce who handles funds of the Chamber of Commerce shall furnish surety bonds in such amounts as the Board of Directors deem necessary. The Chamber of Commerce shall pay the cost for the bonds.

## **IX. DUTIES OF STAFF MEMBERS**

- A. Administrative Assistant:

B.

A job description for the Administrative Assistant is attached to this policy manual. Any changes made to the job description must be approved by the full Board.

- B. Marketing Assistant

A job description for the Marketing Assistant is attached to this policy manual. Any changes made to the job description must be approved by the full Board.

- C. Chamber of Commerce Office Hours

The office hours of the Chamber of Commerce shall be from 9:00am to 5:00pm, with the office opening to the public beginning at 10:00am, Monday through Friday. Memorial Day weekend through the first Saturday of December, the office will be open on Saturdays, from 10:00am to 2:00pm. On the following holidays, the office will be open from 10:00am to 2:00pm; Memorial Day, Fourth of July, Labor Day, and Friday after Thanksgiving. The Chamber offices will be closed Good Friday, Thanksgiving Day and Christmas Eve through New Year's Day.

- D. Dress Code

1. The dress code for staff members shall be classified as "business casual" for office hours.

## **X. EMPLOYEE BENEFITS**

- A. Benefits for full time employees is at the discretion of the board and will be negotiated during the hiring process.

Part time employees, after one year employment, will receive the weekly average of hours matched in vacation time.

Proper leave time records are to be maintained pertaining to use of sick and vacation time/annual leave.

## **XI. HEADQUARTERS, FACILITIES, AND EQUIPMENT**

A. All Chamber of Commerce equipment, supplies, and books are primarily for the use of the Chamber of Commerce and use of them is restricted to work and service for the Chamber of Commerce and shall not be removed from the building without approval of the Executive Director.

B. The following shall govern the use of the Chamber of Commerce meeting rooms by other groups and organizations:

1. The meeting rooms shall be secured by advance reservations only.
2. Those using the meeting rooms will be responsible for all damage beyond normal wear and tear.
3. The rooms are expected to be left in a clean, neat, and orderly condition following their use.
4. Commercial groups may use the meeting rooms of the Chamber of Commerce only after consultation with the Executive Director to determine the nature of the meeting.

## **XII. INDUSTRIAL RELATIONS**

It is the policy of the Chamber of Commerce to promote the concept of the individual. To this end, we endorse:

1. Voluntary procedures in discussion of employer-employee relations
2. Voluntary decisions of any employee to refrain from joining a labor organization
3. The affirmation of a worker's rights and basic liberties to work where he/she wishes and under conditions he/she wishes without intervention of federal and state law or administrative decree to require organization membership as a condition of employment
4. The free and unrestricted meetings of employers and their employees to discuss areas of problems for the improvement of industrial relations



### XIII. INFORMATION SERVICE

The following shall govern the supplying of information by the Chamber of Commerce office:

1. The providing of listings of individuals, businesses, and professional members shall be at the discretion of the Executive Director
  - A. There is a cost associated with maintaining and printing a Chamber Membership List. The following is the charge for providing this list.
    - a. Printed list with names & addresses-Chamber Member \*\*\* \$10
    - b. Printed label list-Chamber Member\*\*\*\*\* \$15
    - c. Printed list-Non Chamber Member \*\*\*\*\* \$45
    - d. Printed label-Non Chamber Member \*\*\*\*\* \$55
2. It is not considered a function of the Chamber of Commerce to act as an employment agency.
3. When requests are made for names of local firms supplying materials and services, complete lists of such member firms will be supplied in order that the inquirer may negotiate with any or all of such firms with no recommendations from the Chamber of Commerce.

**\*Exception: Alleghany County Public Schools**

### XIV. ISSUES

- A. While a Chamber of Commerce is primarily a business organization; the social implications of business well being must be recognized. Business will thrive permanently only where the people of a community are to have a satisfactory environment. Consideration should be given, therefore, to all civic and social organizations, which contribute to the general wholesomeness of the community life and activity.
- B. All public issues are clearly within the field of activity of the Chamber of Commerce, but purely partisan issues are not. Activities that will encourage and assist local businesses shall be undertaken.
- C. As the representative of business, the Chamber of Commerce has a limited function when business itself is divided evenly on an issue, unless the public interest is involved. Where public interest is involved, the Chamber of Commerce should take whatever position it feels the preponderance of public opinion requires.

**XV. LOCAL GOVERNMENT**

- A. The Chamber of Commerce works closely with all levels of government on all issues, which, according to the Chamber Board of Directors, are conducive to the best interest of the business and industry in our area.
  
- B. The Chamber of Commerce supports elected members of government, and the respective executive administrators hired by them, to carry out the duties and orders assigned to them.

## **XVI. PARTISAN POLITICS**

- A. The Chamber of Commerce is interested in local, state, and national issues, but is not concerned with partisan politics, political administrations or personalities in its approval or disapproval of issues of importance to the Chamber of Commerce.
- B. Recognizing that business leaders have a duty to encourage candidates for public office, and that political parties need good candidates for public office and workers within the party structure, the Chamber of Commerce encourages business and professional members of the Chamber of Commerce to become active in the political party of their personal choice and to actively support political candidates of their choice.
- C. The fact that the Chamber of Commerce is a non-partisan organization does not preclude the right, and the obligation, of the Chamber of Commerce to have elected officials speak to the Chamber of Commerce on various occasions, nor does it preclude having appointed officials who may be identified with a particular political party as speakers on various occasions. The fact that an individual may be considered as a possible candidate for public office shall not preclude him/her to be a speaker at a Chamber of Commerce function if, in the consideration of the Chamber Executive Committee and the Board of Directors, his/her message would be of importance to the work of the Chamber of Commerce.
- D. The Chamber of Commerce shall, upon authorization of the Board of Directors, provide forums or issue printed matter to delineate issues or questions facing the citizens of the surrounding areas.

## **XVII. PUBLICITY**

- A. All publicity regarding the Chamber of Commerce is the responsibility of the Executive Director. It is the responsibility of the Executive Director to see that information released does not counter established policy or give publicity to matters which are not ready for release.
- B. All news media, so far as practicable, will be given equal opportunity to all publicity releases from the Chamber of Commerce.
- C. Publications such as maps, folders, brochures, etc., which members may wish to have for distribution in helping publicize the community, will be supplied in reasonable numbers to members or individuals.

## **XVIII. SOLICITATIONS CONTROL**

As a service to Chamber of Commerce members, solicitors are requested to come to the Chamber of Commerce office, properly register and receive a letter of introduction stating they have registered and the purpose of the solicitation.

AS AMENDED May 16, 2012 to the following articles: II A 4; & C. III C. V C, E, & F. VII. IX A, B & C. X A. XIII 1.

AS AMENDED May 15, 2013 to the following article: X

AS AMENDED June 19, 2013 to the following article: V and IX