

Thurston County REALTORS® Association
510 Stoll Road, Olympia, WA 98501
(360) 491-3910 FAX (360) 491-1347

POLICY MANUAL

TABLE OF CONTENTS

SECTION 1 POLICY REFERENCE

- 1.1 Disclaimer
- 1.2 Introduction
- 1.3 Indemnification

SECTION 2 GENERAL OPERATIONAL POLICIES

- 2.1 Office Hours
- 2.2 Closed Holidays
- 2.3 Logo Usage
- 2.4 Confidentiality of Documents and Discussion
- 2.5 Member Confidentiality
- 2.6 Record Retention Policy
- 2.7 Member Conflict of Interest Policy
- 2.8 Employee Conflict of Interest Policy
- 2.9 Whistle Blower Policy
- 2.10 Financial Policy
- 2.11 Communication Policy
- 2.12 Use of Facility Policy

SECTION 3 MEETINGS AND ADMINISTRATIVE POLICIES

- 3.1 General Membership Meeting
- 3.2 Board of Directors Meeting
- 3.3 Executive Committee Meeting
- 3.4 Meeting Stipends—Stipend Expense Report
- 3.5 Policy Manual Changes
- 3.6 Minutes
- 3.7 Internal Financial Controls
- 3.8 Pre-Payment Plan

SECTION 4 DEFINITIONS AND ROLE OF BOARD OF DIRECTORS

- 4.1 General Statement
- 4.2 President
- 4.3 President-Elect
- 4.4 Secretary
- 4.5 Treasurer
- 4.6 Immediate Past President
- 4.7 Local Directors
- 4.8 State Directors
- 4.9 Treasurer-Elect

SECTION 5 COMMITTEES

- 5.1 General Statement
- 5.2 Standing Committees

- 5.3 Special Committees
- 5.4 Chairperson Responsibilities
- 5.5 Vice-Chairperson Responsibilities
- 5.6 Authorization
- 5.7 Composition
- 5.8 Participation
- 5.9 Activities
- 5.10 Reports

SECTION 6 STANDING COMMITTEES

- 6.1 Professional Standards
- 6.2 Grievance
- 6.3 Arbitration
- 6.4 Budget and Finance
- 6.5 Governmental Affairs (Legislative, Political Affairs, and Land Use)
- 6.6 RPAC (REALTORS® Political Action Committee)
- 6.7 Equal Housing Opportunity
- 6.8 Membership
- 6.9 Communication (Newsletter, Website, Public Relations)
- 6.10 Bylaws and Policy Manual
- 6.11 Education
- 6.12 Strategic Planning
- 6.13 Nominations
- 6.14 Awards

SECTION 7 SPECIAL COMMITTEES

- 7.1 Affiliate Showcase
- 7.2 Bell Ringing
- 7.3 Community Service Day
- 7.4 Flag Day
- 7.5 Golf
- 7.6 Charity Auction
- 7.7 Housing Summit
- 7.8 Installation General Membership Meeting
- 7.9 Legislative Day
- 7.10 Memorials
- 7.11 RPAC Fund Raising
- 7.12 Softball Tournament
- 7.14 Candidate Interviews

SECTION 8 PERSONNEL

- 8.1 Position Description: Association Executive
- 8.2 Position Description: Secretary/Receptionist
- 8.3 Personnel Committee
- 8.4 Government Affairs Director

SECTION 1 POLICY REFERENCE

1.1 Disclaimer

Nothing in this manual is intended to conflict with the Articles of Incorporation and Bylaws of the Thurston County REALTORS® Association (TCRA), the Washington REALTORS® (WR), the National Association of REALTORS® (NAR), or with any local, state or federal law or regulation. In the event any policy does conflict, the higher authority shall prevail.

1.2 Introduction

This Policy Manual is intended to supplement the Bylaws and clearly delineate the roles of the members, Board and staff within the infrastructure of the organization. This Policy Manual supersedes all previously issued policies. This Policy Manual is designed as a guide to ensure consistent, fair, and uniform treatment of all TCRA members and employees.

This Policy Manual sets forth policies pertaining to the Thurston County REALTORS® Association and its members and will be reviewed, and updated if necessary, each year by the Board of Directors and/or Executive Committee.

1.3 Indemnification

The Thurston County REALTORS® Association shall indemnify each and all its Directors, Officers, Staff and former Directors, Officers and Staff, against any expenses incurred by them, including legal fees or judgments and penalties rendered or levied against such a person in a legal action brought against any such person for action or omissions alleged to have been made by such person while acting in the scope and duties as a Director, Officer or Staff member of the Thurston County REALTORS® Association provided that such person did not act, fail to act, or refuse to act willfully with gross negligence or with fraudulent or criminal intent in regard to the matter involved in the action.

SECTION 2 GENERAL OPERATIONAL POLICIES

2.1 Office Hours

The TCRA office is open for transacting business in person or by telephone from 9:00 a.m. to 5:00 p.m., Monday through Thursday and Friday 9:00a.m. to 12:00 p.m.

2.2 Closed Holidays

The TCRA office will be closed on the following holidays: New Year's Day; Martin Luther King Jr's Day; President's Day; Memorial Day; Independence Day; Labor Day; Thanksgiving and the Friday following; Christmas Eve and New Years Eve – at noon; and Christmas Day.

2.3 Logo Usage

The TCRA logo may be used only with prior written approval of TCRA's Board of Directors.

2.4 Confidentiality of Documents and Discussions

All TCRA documents are confidential. Members of the Board of Directors, Chairpersons and members of the Grievance Committee, Professional Standards Committee, and Budget and Finance Committee are required to sign a Confidentiality Statement annually.

2.5 Member Confidentiality

The home addresses, e-mails and fax numbers of Members will not be given out to anyone in the form of a roster or label.

2.6 Record Retention Policy

The records of the Association will be kept as directed by the Association's Record Retention Policy listed below:

Records	Retention Period
Accounting	
• Bank statements and cancelled checks	7 years
• Customer Billings and estimates	6 years
• Print Contracts	7 years
• Petty Cash Payments	7 years
• Audit reports from CPAs & Accountants	Permanent
• Employee Travel Expense Reports	7 years
• Expense Bills	7 years
• Year End Accruals (income and non-billable items)	7 years
Contracts	
• Client Contracts and agreements (after conclusion)	10 years
• Leases (after conclusion)	7 years
Corporate	
• Certificate of Incorporation	Permanent
• Charter	Permanent
• Minutes of Meetings	Permanent
• Annual Reports	Permanent
• IRS Letter of Determination of Exempt Status	Permanent
Correspondence	
• General	4 years
• Legal	Permanent
Financial Reports	
• Bank Statements	7 years
• Client Billing and Estimates	7 years
• Print Contracts	7 years
• Employee Travel and Expense Reports	7 years
• Expense Bills	7 years
• Year End Accruals (income and non-billable items)	7 years
General Ledger and Books or Original Entry	
• General Ledger	7 years
• Journal Entries	7 years
• Cash Disbursement Check Register	7 years
Insurance	
• Policies and Declarations	5 years
Membership	
• Applications/Files	2 years after termination

Payroll Reports and Records

- Employment History 7 years
- Individual Employees Records (after termination) 7 years
- Payroll Register 7 years

Professional Standards

- Case Files Retain until decision finalized
- Decision Permanent

Purchasing

- Bids 7 years

Property (Tangibles and Intangibles)

- Fixed Assets Additions, Depreciation, etc Permanent until disposed

RPAC Records

7 years

Tax Returns other than Payroll

- Federal Income Tax Return and works papers Permanent
- Sales and Miscellaneous Tax Returns 7 years

2.7 Member Conflict of Interest Policy

2.7.1 Purpose

This policy of ownership disclosure and prohibiting conflicts of interest applies to all members of the Thurston County REALTORS® Association.

2.7.2 Ownership Disclosure

Members must disclose ownership interest or financial interest in entities prior to speaking to a decision making body about the entity. After making the necessary disclosure, a member may participate in the discussion and vote on the matter unless the member has a conflict of interest as defined in Section 2.7.3- Conflict of Interest.

Ownership interest is defined as the cumulative holdings of the member, the member’s spouse, children, siblings and to any trust, corporation or partnership in which any of the foregoing individuals is an officer or director, or owns, in the aggregate, at least 50% of the (a) beneficial interest (if a trust), (b) stock (if a corporation) or (c) partnership interests (if a partnership).

Financial interest means any interest involving money, investments, credit or contractual rights.

a. When the Thurston County REALTORS® Association has an ownership interest in an entity and a member has an ownership interest in that same entity, such member must disclose the existence of his or her ownership interest prior to speaking to a decision making body on any matter involving that entity.

b. If a member has personal knowledge that Thurston County REALTORS® Association is considering doing business with an entity in which a member has any financial interest, or with an entity in which the member serves in a decision-making capacity, then such member must disclose the existence of his or her financial interest or decision making role prior to speaking to a decision making body about the entity.

c. If a member has a financial interest in, or serves in a decision-making capacity for, any entity that the member knows is offering competing products and services as those offered by Thurston County REALTORS® Association, then such member must disclose the existence of his or her financial interest

or decision-making role prior to speaking to a decision making body about an issue involving those competing products and services.

2.7.3 Conflict of Interest

Members must disclose conflicts of interest at the outset of any discussions by a decision making body pertaining to the Business or any of its products or services.

Members may not participate in the discussion relating to that Business other than to respond to questions asked of them by other members of the body. Furthermore, no member with a conflict of interest may vote on any matter in which the member has a conflict of interest, including votes to block or alter the actions of the body in order to benefit the Business in which they have an interest.

A member of any of Thurston County REALTORS® Association's decision making bodies will be considered to have a conflict of interest whenever that member:

- a. Is a principal, partner or corporate officer of a business providing products or services to Thurston County REALTORS® Association or in a business being considered as a provider of products or services ("Business:"); or
- b. Holds a seat on the board of directors of the Business unless the person's only relationship to the Business is service on such board of directors as Thurston County REALTORS® Association's representative; or
- c. Holds an ownership interest of more than 1 percent of the Business.

2.8 Employee Conflict of Interest Policy

2.8.1 Purpose

This policy of prohibiting conflicts of interest applies to all employees of Thurston County REALTORS® Association.

A conflict of interest occurs when an employee or any party related to the employee is in a position to profit or otherwise personally benefit directly or indirectly because of the employee's position with the Thurston County REALTORS® Association.

2.8.2 Disclosure Procedure

Employees must disclose any situation that may present a possible conflict of interest so that the Association can review it.

Employees must report all actual or potential conflicts of interest to their immediate supervisor or the Thurston County REALTORS® Association General Counsel.

2.9 Whistle Blower Policy

2.9.1 Purpose

The underlying purpose of this policy is to encourage reporting of violations of state, federal, or local laws, maintain confidentiality and prohibit retaliation.

If an employee of Thurston County REALTORS® Association has information which s/he reasonably believes identifies a violation of state or federal law, the employee "whistleblower" should contact his/her immediate supervisor or the Thurston County REALTORS® Association General Counsel.

Employees are also permitted to contact the appropriate law enforcement or government agency. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

2.9.2 Confidentiality

The confidentiality of the whistleblower will be maintained to the extent possible.

The identity may have to be disclosed to conduct a thorough investigation, to comply with the law or to provide accused individuals their legal rights of defense.

2.9.3 Retaliation

The Thurston County REALTORS® Association will not retaliate against a whistleblower or any employee who refuses to participate in an activity that would result in a violation of state, federal or local law.

This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, demotion, or poor work assignments and threats of physical harm.

Any employee who believes s/he is being retaliated against must contact the Thurston County REALTORS® Association General Counsel immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated, or disclosures that would constitute a violation of the attorney-client privilege.

2.10 Financial Policy

Many items concerning financial policies may be found throughout the Policy Manual including sections on Officer, Directors, Committee Chairs, Meetings, Reimbursement Policy and Record Retention. To fully understand the Financial Policy of the TCRA, please refer to those sections.

Fiscal Year: The fiscal year for the Thurston County Realtors® Association is January 1st through December 31st.

Accounting Method: The accounting method used by the Thurston County Realtors® Association is accrual.

2.10.1 Budget

a. It is the responsibility of the Executive Committee to prepare and present an annual budget for the Association approved by the Board of Directors, and to provide a copy to the general membership.

b. The Board of Directors is responsible for approving and making any changes to the annual budget.

c. A balanced budget will be maintained at all times.

d. A detailed item budget shall be available at the Association office by appointment only. Only REALTOR® members in good standing may make an appointment to review the budget and expenditures.

e. A draft budget for the next year will be formulated by the Treasurer, Treasurer-Elect, President-Elect and Association Executive in July of each year. The draft budget will be initially presented to the Executive Committee in August for an initial review. The budget will be approved by the Executive

Committee during their September meeting and submitted to the Board of Directors for their review and approval during the October Board of Director's meeting. The approved budget will then be made available to the membership.

2.10.2 Investments

Thurston County REALTORS® Association will adopt an investment schedule to address savings and reserves to best safeguard the funds in a conservative manner. An investment advisor will periodically review investments and report to the Board of Directors.

2.10.3 Savings Reserves

Thurston County REALTORS® Association will maintain a savings reserve equal to no less than two (2) years of the annual budget. Savings over the minimum amount may be used for projects that advance portions of the Strategic Plan and benefit members.

2.10.4 Charitable Contributions

Charitable contributions are determined by the Board of Directors and will be as considered in the budget.

2.10.5 Audits

The Thurston County REALTORS® Association Board of Directors will adhere to a policy for the periodic audit, review, or compilation of TCRA finances every five (5) years or as otherwise required by Washington REALTORS® or National Association of Realtors. An audit committee will be appointed to work with the selected independent auditor and to present the final audit for approval by the Board of Directors.

2.10.6 IRS Tax Return

Prior to submission of IRS annual tax return, the Board of Directors may take the opportunity to review.

2.10.7 Accounting

a. The Board of Directors will authorize all accounts and financial instruments (i.e., checking, savings, investments, etc) to safeguard funds. Changes to any accounts must be approved by the Board of Directors.

b. All invoices, bills and regular payments of the Association shall be gathered by the Association Executive and payments provided on a timely basis.

c. The monthly bank statements shall be reconciled by the Association Executive in a timely manner. Details of the reconciliation will be provided to the Treasurer or Board of Directors as requested.

2.10.8 Signatories

a. All prepared checks \$500 and above require two signatures and shall then be signed by at least one TCRA Officer as authorized signatory of the account. The Association Executive may be one of the two signatories required. No facsimiles (stamps) will be allowed.

b. All prepared checks below \$500 may be signed by one TCRA Officer or the Association Executive as authorized signatories of the account. No facsimiles (stamps) will be allowed.

c. The TCRA Officers as authorized signatories will be the only authorized signers for checks and/or withdrawals of funds from savings accounts.

2.10.9 Dues

The annual dues of each type of membership shall be as recommended by the Board of Directors and

passed by the Membership and will be administrated as required by the Thurston County REALTORS® Association's bylaws.

2.10.10 NSF Checks

Members who pay with a personal check or business check with non-sufficient funds will be charged a fee of \$25.00 per check. If the same member provides non-sufficient funds again, they will not be permitted to use checks when paying for Association services or products in the future.

2.10.11 Return/Refund Policy

The Thurston County REALTORS® Association offers a thirty (30) day Money Back Return/Refund Guarantee on almost every product offered. The product must be in new condition and returned within thirty days from date of purchase. All refunds will be provided as a credit to the credit card used at the time of purchase within five (5) business days upon receipt of the returned product along with the original receipt. TCRA is unable to exchange items. In order to exchange an item, TCRA suggests returning the item for a refund and purchasing the new item.

2.11 Communication Policy

The primary method of communication from TCRA to its members is through email. It is the responsibility of the member to keep TCRA informed of their current email address.

2.12 Use of Facility Policy

(To be developed)

SECTION 3 MEETINGS & ADMINISTRATIVE POLICIES

3.1 General Membership Meeting

3.1.1 General Membership Meetings shall be conducted in accordance with the Thurston County REALTORS® Association's Bylaws and shall be governed by Robert's Rules of Order.

3.1.2 The General Membership Meeting agenda shall be prepared by the President and the Association Executive.

3.1.3 The General Membership Meeting should be scheduled to begin at 11:30 a.m. and conclude no later than 1:30 p.m.

3.1.4 General Membership meetings shall be held once per calendar quarter. These General Membership Meeting shall be held on the second Friday of March, June, September and December, or such other date as approved by the Board of Directors.

3.1.5 The Association Executive is authorized to offer membership attendees a discount for the cost of lunch if the TCRA member registers prior to the applicable luncheon deadline.

3.1.6 During each General Membership meeting the recently approved new membership attendees will be recognized.

3.2 Board of Directors Meeting

3.2.1 The composition and authority of the Board of Directors shall be as specified in the Thurston County REALTORS® Association's Bylaws.

3.2.2 Meetings of the Board of Directors shall be as regularly scheduled on the second Friday of each month, or upon petition of any two (2) members of the Board of Directors.

3.2.3 Agenda items should be presented to the Association Executive or the President no later than one (1) week prior to the meeting.

3.2.4 Only the Officers and Directors of the Board of Directors may participate in discussion and vote on issues and shall be governed by Robert's Rules of Order. The Association Executive shall participate in the Board of Director's meetings, but is to perform without a vote.

3.2.5 Visitors may present an issue only when recognized by the President and the issue is an approved agenda item.

3.3 Executive Committee Meeting

3.3.1 The Executive Committee shall consist of the President, President-Elect, Treasurer, Treasurer-Elect, Secretary and Immediate Past President. The Association Executive shall participate in the Executive Committee, but is to perform without a vote.

3.3.2 Meetings of the Executive Committee shall be regularly scheduled monthly at a time and place upon consensus of the Executive Committee, or upon petition of any two (2) members of the Executive Committee.

3.4 Meeting Stipends—Stipend Expense Report

3.4.1 The members of the Thurston County REALTORS® Association Board of Directors, State Directors, or alternate State Directors, (State Directors or alternate State Directors as elected by the TCRA membership and approved by the TCRA Board of Directors) shall receive a stipend not to exceed \$150 per overnight when attending an approved meeting or conference. Reimbursement for the operating expenses of the individual's vehicle will be calculated by multiplying the number of miles traveled by the currently approved Standard Mileage Rate published by the IRS.

3.4.2 Any REALTOR® member of the Thurston County REALTORS® Association serving as a TCRA representative, and upon approval of the TCRA Executive Committee, shall receive a stipend not to exceed \$150 per night when attending an approved meeting or conference. Reimbursement for the operating expenses of the individual's vehicle will be calculated by multiplying the number of miles traveled by the currently approved Standard Mileage Rate published by the IRS.

3.4.3 The elected incoming President-Elect of the Thurston County REALTORS® Association shall receive a stipend not to exceed \$150 when attending the Washington REALTORS® Leadership Retreat. The President-Elect shall receive a stipend not to exceed \$150 when attending the Washington REALTORS® spring or fall business conferences. Reimbursement for the operating expenses of the individual's vehicle will be calculated by multiplying the number of miles traveled by the currently approved Standard Mileage Rate published by the IRS.

3.4.4 All stipends are limited to the specific nights of each appropriate meeting and are limited to those meetings held outside of Thurston County, not to exceed three (3) overnights per conference.

3.4.5 All stipends shall be paid only after receipt of a written and signed request.

3.4.6 If any member of the Thurston County REALTORS® Association who is qualified to receive a stipend per this policy receives any stipend payments from any other sources, then that stipend amount shall be deducted from the amount that would normally be paid by the Thurston County REALTORS® Association.

3.4.7 Upon requesting a stipend, a copy of the hotel/motel receipt must be attached. This aids as proof to the IRS and the Executive Committee that the member actually attended a meeting out of town.

3.5 Policy Manual Changes

This Policy Manual may be changed from time to time as directed by the Thurston County REALTORS® Association Board of Directors. Passed motions of the Board of Directors shall make said changes. Approved changes will be reflected in a current version of this Policy Manual.

3.6 Minutes

The Secretary shall record minutes for all meetings of the Board of Directors, Executive Committee and the General Membership Meeting.

3.7 Internal Financial Controls

In order to safeguard the assets of the Association, the President, Treasurer, and Association Executive shall establish procedures to comply as a minimum with the following:

3.7.1 The Association shall utilize checks with the bottom third being retained in the records.

3.7.2 The Association Executive prepares checks upon receipt of invoice or committee chairperson memorandum, unless said expenditure is reoccurring rent, lease, payment, etc.

3.7.3 The Association Executive attaches the invoice to the bottom third of the check copy so that person authorized to sign may review.

3.7.4 Bank signature cards will be resubmitted annually with the change in Officers.

3.7.5 Bank statements and reconciliation of the accounts will be reviewed by Treasurer.

3.7.6 Any check voided shall not be thrown away, but put into check register, for record of its disposition.

3.7.7 All monies received will be receipted, except for money received to replace NSF checks.

3.7.8 Accountant to report to the Association Executive, except in the case of an audit which at that time the accountant will report to the Association Executive and the appointed Audit Committee.

3.7.9 The Association Executive will post to accounting software all transactions for each month. As part of monthly Treasurer's report to the Board of Directors there will be the following accounting reports: balance statement, income, and revenue and expense report. The Balance Sheet and the check register will balance.

3.7.10 When depositing money, the deposit receipt will be retained.

3.8 Pre-Payment Plan

(To be developed)

SECTION 4 DEFINITIONS AND ROLE OF BOARD OF DIRECTORS

4.1 General Statement

The Thurston County REALTORS® Association Board of Directors is the governing body of this Association. It is the Association's most important entity.

As further defined in the Thurston County REALTORS® Association Bylaws, the Board of Directors of the Thurston County REALTORS® Association consists of the following voting members:

President
President-Elect
Secretary
Treasurer
Treasurer-Elect
Immediate Past President
Directors

A basic rule is that the legal entity, rather than the Board of Directors, is the holder of legal power. The powers of the Directors are not inherent in them, but in the organization as such. The principle exists that Directors exercise the powers of the organization, but do not own it. Thus, the Board of Directors has the power and duty to carry on whatever transactions the corporation or the association require, which may include giving authority to the Executive Committee to handle emergencies and day-to-day functions of the association within budget constraints. The power of the Board of Directors is superior in ordinary matters, so long as it is exercised lawfully.

In extraordinary matters, the Board of Directors may not govern, and the will of the general membership must rule. In such matters as a radical change of fundamental policy or purpose, amendments to the Thurston County REALTORS® Association Articles of Incorporation or Bylaws, dissolution or merger of the corporation, or matters of like importance, the power of decision always rests with the voting members. Changes to the Policy Manual are the responsibility of the Board of Directors.

Within the purpose and power of the Association, the Directors are free to change policies and short-range purposes, but unless the Bylaws expressly permit, they may not do acts that amount to changes in the fundamental purposes of operational methods of the organization.

Members of the Board of Directors shall have the utmost interests of the Association of REALTORS® in mind at all times. They shall avoid any contact that may serve their personal interests and should never assume any position that brings their personal interests into conflict or competition with the interests of the Board.

Finally, the Board of Directors serves as the official spokesperson for the membership of the Thurston County REALTORS® Association. Each individual member of the Board has an important responsibility to the Thurston County REALTORS® Association.

4.2 President

4.2.1 The policies and programs of the President shall encompass the missions and goals of the National Association of REALTORS® and shall not be influenced by self-aim or personal objectives. He/she shall avoid self-dealing in any matters relating to the Association.

4.2.2 The incoming President should prepare and present a program of goals and objectives for his/her administration.

4.2.3 The President shall form all special committees and task forces, with the approval of the Board of Directors, that are necessary to accomplish the mission, goals and objectives of the Association and the policies and programs of his/her administrative year, subject to the provisions of the Thurston County REALTORS® Association Bylaws and Policy Manual.

- 4.2.4 The incoming President shall appoint all chairpersons of standing committees, special committees and task forces of the Association, prior to the December Board of Directors meeting, subject to approval of the Board of Directors, provided said positions are not already determined by the Bylaws or Policy Manual.
- 4.2.5 The President shall review the President-Elect's selection of vice-chairpersons of standing committees and special committees prior to their submission to the Board of Directors for approval.
- 4.2.6 The President shall delegate the administration of any committees and/or task forces during his/her administration to the President-Elect, as needed, so that he/she may better function in the initiation of the new programs and policies for the future of the organization and represent the association externally and internally.
- 4.2.7 The President may aggressively seek opportunities to appear before meetings of member firms to carry his/her programs to the membership and secure input for planning and development.
- 4.2.8 The President may aggressively seek opportunities to appear before civic, social and fraternal organizations as a representative of the Association.
- 4.2.9 The President shall call and preside over all meetings of the Executive Committee, Board of Directors and General Membership.
- 4.2.10 The President, as the elected leader of the Association, shall be expected to make decisions affecting the members-at-large on problems or issues.
- 4.2.11 The President shall accept the responsibilities as designated by the Washington REALTORS® and the National Association of REALTORS®.
- 4.2.12 The President is expected to attend the Annual Leadership Retreat Program as presented by the Washington REALTORS®.
- 4.2.13 The President is expected to attend the meetings of the Washington REALTORS® as directed by the Board of Directors.
- 4.2.14 The President is encouraged to attend the National Association of REALTORS® Convention, and serve as a delegate at the convention if so appropriate.
- 4.2.15 The President shall ensure that at meetings of the delegate body of the Washington REALTORS® that all delegates and alternates from the association are properly credentialed.
- 4.2.16 The President shall be an ex-officio member of all committees of the Association.
- 4.2.17 The President shall be a member of the Executive Committee and Budget and Finance Committee, and will have his/her signature on record at the Association's bank accounts and is authorized to sign checks.
- 4.2.18 The President, with staff assistance, prepares agendas for all meetings of the Executive Committee, Board of Directors and General Membership.
- 4.2.19 The President shall attempt to attend every function of the Association or shall see that the President-Elect is so appointed to attend in his/her absence.

- 4.2.20 The President shall have a working knowledge of the Thurston County REALTORS® Association Bylaws and Policy Manual and the Code of Ethics and Standards of Practice.
- 4.2.21 The President shall be knowledgeable in parliamentary procedure as found in Robert's Rules of Order, to conduct his/her meetings in an orderly fashion.
- 4.2.22 The President shall take office on the first day of January of the year for which he/she is elected, although formally installed on another occasion.
- 4.2.23 The President shall be prepared to be the official spokesperson for the Association and shall make assignments whenever necessary to that member of the Board or staff most capable of addressing the issue.
- 4.2.24 The President, or others that he/she may appoint, may meet from time to time with the leadership of other organizations to discuss problems of mutual interest to the real estate industry.
- 4.2.25 The President, with the Association Executive, executes any official contracts or instruments, which the Board of Directors has authorized.
- 4.2.26 The President is expected to provide articles for publication for the local newspapers, Association newsletters or other publications that may be appropriate.
- 4.3 President-Elect
- 4.3.1 The work of the President-Elect shall always encompass the missions and goals of the National Association of REALTORS® and programs of the President and shall never be influenced by self-aims and personal objectives and he/she shall avoid self-dealing in any matters relating to the Association.
- 4.3.2 The President-Elect shall be directly responsible for the administration of activities of all committees and task forces of the President, ensuring their directions parallel the missions, goals, objectives and policies of the Association and the programs of the President.
- 4.3.3 The President-Elect shall be responsible for selecting, in consultation with committee chairpersons, all vice-chairpersons for standing committees and special committees subject to the approval of the President and the Board of Directors.
- 4.3.4 The President-Elect shall act for the President in the event of his/her absence or incapacity, with all powers and duties of the office of the President.
- 4.3.5 The President-Elect shall be a member of the Budget and Finance Committee.
- 4.3.6 A President-Elect's term of office shall commence on the first day of January for the year he/she was elected, although formally installed on another occasion.
- 4.3.7 The President-Elect shall be an ex-officio member of every committee and task force.
- 4.3.8 The President-Elect shall be knowledgeable of parliamentary procedure, as found in Robert's Rules of Order, to conduct his/her meetings in an orderly fashion in the absence of the President.
- 4.3.9 The President-Elect is expected to attend all membership functions of the Association and shall be prepared to act on behalf of the President in his/her absence.

4.3.10 The President-Elect shall have working knowledge of the Thurston County REALTORS® Association Bylaws and Policy Manual and the Code of Ethics and Standards of Practice.

4.3.11 The President-Elect shall be prepared to accept all other duties as requested by the President.

4.3.12 The President-Elect, with the President, shall select programs and speakers for general membership meetings and present programs to the Board of Directors in a timely manner for inclusion on the agenda.

4.3.13 The President-Elect shall be a member of the Executive Committee and Budget and Finance Committee, and will have his/her signature on record at the Association's bank accounts and is authorized to sign checks.

4.3.14 The President-Elect shall attend the Washington REALTORS® annual Leadership Conference and the National Association of REALTORS® annual Leadership Summit.

4.3.15 The President-Elect shall be the supervisor of the Government Affairs Director provided an individual has been contracted to do so.

4.4 Secretary

4.4.1 The work of the Secretary shall encompass the missions and goals of the National Association of REALTORS® and programs of the President and shall never be influenced by self-aims and personal objectives and he/she shall avoid self-dealings in any matters relating to the association.

4.4.2 The Secretary shall keep, or cause to be kept, the minutes of the General Membership meetings, the Board of Directors and the Executive Committee in the appropriate format for document retention.

4.4.3 The Secretary shall issue or cause to be issued all notices in accordance with the provisions of the Thurston County REALTORS® Association Bylaws and this Policy Manual as required by law.

4.4.4 The Secretary's term of office shall commence on the first day of January for the year he/she was elected, although formally installed on another occasion.

4.4.5 The Secretary shall be a member of the Executive Committee.

4.4.6 The Secretary shall accept all other duties as requested by the President.

4.4.7 The Secretary will have his/her signature on record at the Association's bank accounts and is authorized to sign checks

4.5 Treasurer

4.5.1 The work of Treasurer shall encompass the missions and goals of the National Association of REALTORS® and programs of the President and shall not be influenced by self-aim and personal objectives and he/she shall avoid self-dealing in any matters relating to the Association. The purpose of the Treasurer is to control and supervise the funds and assets of the Association

4.5.2 The Treasurer shall be a member of the Executive Committee and is the chairperson of the Budget and Finance Committee.

- 4.5.3 The Treasurer will be responsible for verifying that all funds and securities of the Association are recorded and deposited and make recommendations for the deposit of the monies in financial institutions.
- 4.5.4 The Treasurer shall make every attempt to attend all functions of the Association.
- 4.5.5 The Treasurer shall accept all other duties as requested by the President.
- 4.5.6 The Treasurer shall have a working knowledge of the Thurston County REALTORS® Association Bylaws and Policy Manual and the Code of Ethics and Standards of Practice.
- 4.5.7 The Treasurer works with the Association Executive subject to the financial policies of the Association.
- 4.5.8 The Treasurer shall instruct staff, to make such financial reports and render such statements as good business practice dictates on a monthly basis to the Board of Directors with the assistance of the Association Executive and as requested by the Budget and Finance Committee and/or the Executive Committee.
- 4.5.9 The Treasurer's report need not be read at the general membership meeting and instead shall be presented to the members on a quarterly basis.
- 4.5.10 The Treasurer and the Association Executive shall annually prepare a recommendation whether to have an audit compilation or review by a Certified Public Accountant of the books or other means of oversight as determined by the requirements of NAR's Core Standards for Local Associations.
- 4.5.11 The Treasurer, with the advice of the Budget and Finance Committee, Treasurer elect, President elect and the Association Executive, shall prepare an annual budget.
- 4.5.12 Any disbursements of funds related to committee activities shall be subject to Association monetary policies.
- 4.5.13 The Treasurer shall review and investigate all supplementary budget requests throughout his/her term. The Treasurer shall further make the necessary motions before the Board of Directors.
- 4.5.14 The Treasurer shall, with the approval of the Board of Directors, ensure that all excess funds be deposited into a Certificate of Deposit with a mortgage lending institution that is an Affiliate Member of the Association, actively making residential loans.
- 4.5.15 The Treasurer shall request the Association Executive to balance the books at the end of each month and at year-end. The books shall be updated as of the completion of income tax statements to reflect appropriate entries.
- 4.5.16 Any changes in the bookkeeping system of the Association must be reviewed and authorized by the Budget and Finance Committee and the Executive Committee and further approved by the Board of Directors.
- 4.5.17 The Treasurer's terms of office shall commence on the first day of January for the year he/she was elected, although formally installed on another occasion.
- 4.5.18 The Treasurer will have his/her signature on record at the Association's bank accounts and is authorized to sign checks.

4.6 Immediate Past President

4.6.1 The work of the Immediate Past President shall always encompass the missions and goals of the National Association of REALTORS® and programs of the President and shall not be influenced by self-aim and personal objectives and he/she shall avoid self-dealing in any matters relating to the Association.

4.6.2 The Immediate Past President shall serve as an advisor to the President and the Board of Directors.

4.6.3 The Immediate Past President shall serve Thurston County REALTORS® Association Board of Directors as a Director for a year following his/her term of office with his/her new position commencing on January 1st following his/her year as President.

4.6.4 The Immediate Past President is expected to attend all functions of the Association.

4.6.5 The Immediate Past President shall accept additional duties as assigned by the President.

4.6.6 The Immediate Past President shall serve as the chairperson of the Nominations Committee as defined in the Thurston County REALTORS® Association Bylaws.

4.6.7 The Immediate Past President shall serve as a member of the Executive Committee and the Budget and Finance Committee.

4.7 Local Directors

4.7.1 The work of the local Directors shall always encompass the missions and goals of the National Association of REALTORS® and programs of the President and shall not be influenced by self-aim and personal objectives and he/she shall avoid self-dealing in any matters relating to the Association.

4.7.2 As a member of the Association governing body, a Director's major responsibility is to represent the entire membership of the Thurston County REALTORS® Association. In doing so please consider the following suggestions:

a. There are many different viewpoints in the Association and sound reasons to support each of them. In evaluation of a position, keep in mind that the Board of Directors is responsible to all members and must place the welfare of the Association first.

b. Each Director is unique and contributes special talents to the successful management of the Association. It is important, therefore, that Directors express their viewpoints and share their opinions on issues before the board.

c. Director remarks both on and off the record, are considered important. Discretion protects credibility, discourages rumors, gossip and unjustified criticism.

4.7.3 Difficult but essential to the job as Director is the ability to keep abreast of the many problems and issues facing the Board of Directors. To help keep informed there are: a) the Association Executive, who is eager to share his/her knowledge and experience with you; and b) Official documents of the Association such as the Thurston County REALTORS® Association Bylaws and Policy Manual and the Code of Ethics and Standards of Practice.

4.7.4 The Thurston County REALTORS® Association Bylaws requires all local Directors and Officers to attend all Board of Director meetings and General Membership meetings. Un-excused absences from

three (3) consecutive meetings show disinterest in their duties as a Board member. In addition, three excused absences within one (1) year may warrant mandatory resignation. Removal from the TCRA Board of Directors will follow the procedures as provided in the Thurston County REALTORS® Association Bylaws.

4.7.5 Local Directors are encouraged to attend Washington REALTORS® conferences and to be available to serve on a minimum of one committee.

4.7.6 Local Directors are expected to chair, vice chair and/or serve on at least one committee of the Thurston County REALTORS® Association.

4.7.7 In addition to their responsibilities of policy maker and member representative, local Directors shall perform the following duties, as requested by the President:

a. Contact each member office as assigned to encourage members to attend the next TCRA General Membership meeting.

b. Be visible to all members in his/her assigned office, inviting questions, comments and complaints. If questions arise which a local Director is unable to answer, it shall be directed to staff or the Association President.

4.7.8 Local Directors shall take office on the first day of January of the year beginning their term as a director, although formally installed on another occasion.

4.8 State Directors

4.8.1 In accordance with the Bylaws of the Thurston County REALTORS® Association, the Association shall conduct during the annual election an advisory ballot for the General Membership to vote for State Directors representing the Association to the Washington REALTORS® as allocated by the state formula and consistent with the State Bylaws, and for staggered terms. After the election, the results shall be submitted, by the President, and with the approval of the Board of Directors, to the Washington REALTORS®. The President, with the approval of the Board of Directors, shall appoint Alternate State Directors from the Association to Washington REALTORS®, as may be required.

4.8.2 In as much as State Directors of the Washington REALTORS® are elected and approved by the Thurston County REALTORS® Association, their responsibility is to cast votes as representatives of the Thurston County REALTORS® Association membership. On all matters to be voted upon by the Board of Directors of the Washington REALTORS®, the Board of Directors of the Thurston County REALTORS® Association may take a position on any particular matter. They may only encourage that a State Director vote the position of the Thurston County REALTORS® Association Board of Directors.

4.8.3 It is mandatory that all State Directors attend the Washington REALTORS® Board of Directors meetings. When a State Director misses two successive Washington REALTORS® Board of Directors meetings without being excused by the TCRA Board of Directors, the State Director's office shall be declared vacant by the TCRA President. The Bylaws of the Washington REALTORS® provide the appropriate functions for State Directors to attend:

a. Amend the WR Articles of Incorporation

b. Amend the WR Bylaws

c. To elect WR Officers and Directors

d. Approves WR Association Business Plans and changes to plans

e. Perform any other duties as prescribed by the WR Decision Making Matrix

4.8.4 The State Directors are to keep the Thurston County REALTORS® Association informed of the activities of Washington REALTORS®.

4.8.5 The State Directors are to present to the Washington REALTORS® Board of Directors any programs or suggestions of the Thurston County REALTORS® Association.

4.8.6 The State Directors should present to the Thurston County REALTORS® Association Board of Directors a written summary of their meeting activity at each of the Washington REALTORS® authorized meetings.

4.8.7 The State Directors will attend the Thurston County REALTORS® Association Board of Directors meetings as an ex-officio member, specifically the meeting prior to each of the Washington REALTORS® meetings.

4.8.8 The State Directors will attend the Thurston County REALTORS® Association General Membership meetings.

4.8.9 State Directors are must keep themselves updated with the issues and positions of the Thurston County REALTORS® Association Board of Directors and are urged to support the TCRA President on issues and positions.

4.8.10 State Directors shall take office as determined by the bylaws of the Washington REALTORS®.

4.8.11 A State Director has certain obligations of a fiduciary nature to the Association. State Directors as elected and approved by the Thurston County REALTORS® Association shall be ex-officio members of the Thurston County REALTORS® Association Board of Directors but are to perform without a vote.

4.8.12 Washington REALTORS® State Directors that are appointed, approved or otherwise entitle to such a position by some entity other than the Thurston County REALTORS® Association are not officially a representative of the Thurston County REALTORS® Association and are not entitled to a Thurston County REALTORS® Association State Director position or authorized stipend.

4.8.13 The number of State Directors from the Thurston County REALTORS® Association will be elected and approved based on a formula as provided by the Washington REALTORS®.

4.9 Treasurer-Elect

4.9.1 The Treasurer-Elect position is designed to be a training position. The TCRA Board of Directors has previously identified the need to create a more effective system to educate the incoming Association Treasurer as well as to explain to them the financial systems and accounts used by the Association. To help remedy this situation, the TCRA Board of Directors has created the position of Treasurer-Elect.

4.9.2 The Treasurer-Elect is an elective office. The term of this position is for one (1) year and shall commence on January 1 for the year he o/she was elected to serve for, although formally installed on another occasion or date, and shall end on December 31st of that same year.

4.9.3 The Treasurer-Elect shall be a voting Member of the Executive Committee as well as the TCRA Board of Directors.

4.9.4 The Treasurer-Elect shall assist the Association's Treasurer in discharging all of the duties of the Treasurer's position, and as described in this Policy Manual.

4.9.5 In addition, the Treasurer-Elect shall take on and discharge the duties of the Treasurer in the event the Treasurer is ill, absent or otherwise unavailable or unable to perform their duties.

4.9.6 The Treasurer-Elect shall utilize their time in office to familiarize themselves with the Association's budget, budget process, financial statements and accounts, and to otherwise prepare themselves to take on the position of Treasurer.

4.9.7 At the expiration of the Treasurer-Elect's term in office, the Treasurer-Elect shall then automatically assume the position of Association Treasurer for the next year.

4.9.8 The Treasurer-Elect shall have his/her signature on record at the Association's bank accounts and is authorized to sign checks.

SECTION 5 COMMITTEES

5.1 General Statement

The Thurston County REALTORS® Association will have Standing Committees as defined in the Association's bylaws. The Association will have other Special Committees as the situation or events define a need to establish.

5.2 Standing Committees

A standing committee shall serve to be defined as a group that performs a "continuing function and operates indefinitely. It is expressly named in the Bylaws of the Association and usually deals with organizational and operational procedures or with specific permanent features of an association program.

5.3 Special Committees

A special committee shall serve to be defined as a group that performs a function, definite in nature, with a specific event, objective or problem in immediate consequence to the members, the Association, or the industry.

5.4 Chairperson Responsibilities

5.4.1 The work of a committee chairperson shall encompass the missions and goals of the National Association of REALTORS® and programs of the President and shall not be influenced by self-aim and personal objectives and he/she shall avoid self-dealing in any matters relating to the Association.

5.4.2 He/she should, before each meeting, consult with the Association staff and other key members of the committee in planning the committee's objectives and activities. The entire program of work should be thoroughly reviewed so that individual committee assignments can be effectively made.

5.4.3 He/she shall see that the President reviews, prior to the first of January, a complete list of goals and objectives of their respective committee.

5.4.4 Each committee chairperson shall direct the committee in reviewing and achieving the committee's objectives. Each committee chairperson shall be responsible for stimulating group thinking, encourage and channel discussion, weigh the value of expressed ideas and suggestions, summarize constructive suggestions, and seek out decisions.

5.4.5 Each committee chairperson shall ensure that accurate minutes are kept, motions recorded, a record of committee work maintained, and necessary written reports prepared and submitted to the Association office one (1) week prior to the Board of Directors meeting that their committee subject is to appear on the agenda.

5.4.6 Each committee chairperson is responsible for ensuring that they remains constantly informed regarding the progress of individual committee member's assignments.

5.4.7 Each committee chairperson must motivate the members of the committee towards active participation and involvement in committee activities. With the Association and the committee objectives in mind, they must channel the interests and talents of individual committee members onto productive efforts and ensure the necessary follow-up action.

5.4.8 Each committee chairperson shall be familiar with the events of other committees so as to avoid duplication.

5.4.9 Each committee chairperson shall continually review and evaluate his/her own procedures and the committee's programs and progress.

5.4.10 Each committee chairperson shall accept all the responsibilities as assigned by the President.

5.4.11 Committees shall submit written reports to the Board of Directors as required. Where appropriate, and/or requested by the Board of Directors, committees shall present an annual report at the annual meeting of the members in September.

5.4.12 Committee reports shall be received and filed to refer back to the committee. Recommendations may be handled individually or collected covering adoption and implementation.

5.4.13 Committee reports will not be amended by the ruling body without the approval of the committee.

5.5 Vice-Chairperson Responsibilities

5.5.1 The work of the committee vice-chairperson shall encompass the missions and goals of the National Association of REALTORS® and programs of the President and shall not be influenced by self-aim and personal objectives and he/she shall avoid self-dealing in any matters relating to the Association.

5.5.2 The committee vice-chairperson shall be prepared to act as the chairperson in the event of his/her absence or incapacity, with all the powers and duties of the chairperson.

5.6 Authorization

5.6.1 Standing committees of the Thurston County REALTORS® Association are established and defined in the Association's bylaws and can be abolished only with a change of the Association bylaws.

5.6.2 Special committees may be established or abolished by the Board of Directors on the recommendation of the Executive Committee or by the general membership.

5.6.3 A special committee for a specific purpose may be authorized by the President if an issue warrants immediate attention, subject to ratification by the Board of Directors. Such a special committee may be abolished by the Board of Directors.

5.6.4 Committees may authorize subcommittees upon approval of the President.

5.6.5 No committee shall sign or cause to be signed any contract binding the Thurston County REALTORS® Association as a party to the contract without the permission of the President and subject to ratification of the Board of Directors.

5.7 Composition

5.7.1 The President shall appoint the chairperson, with the approval of the Board of Directors, and may appoint other committee members. Both responsibilities are with the provision(s) that said appointments are not already specifically provided for either in the Thurston County REALTORS® Association Bylaws or this Policy Manual.

5.7.2 The President-Elect shall be responsible for selecting, in consultation with the committee chairperson, all vice-chairpersons for standing committees and special committees subject to the approval of the Board of Directors.

5.8 Participation

5.8.1 Continuity of committee membership is desirable whenever possible, and the President or President-Elect, in making appointments, shall endeavor to provide continuity.

5.8.2 Chairpersons, vice-chairpersons, and members of standing and special committees shall be active members of the Thurston County REALTORS® Association.

5.9 Activities

5.9.1 Committees shall receive their charges from the President, as approved by the Board of Directors. In emergency situations, the President may assign a charge subject to ratification by the Board of Directors. Activities are determined subject to the provision that they are not already specifically provided for in the Thurston County REALTORS® Association Bylaws.

5.9.2 Sub-committees shall receive their charges from the appropriate committee or task force chairperson, as approved by the committee or task force.

5.10 Reports

Final committee reports recommending a course of action or conveying information to the Board of Directors shall be given in writing. If asked by the President, a verbal report shall be given, in person, to the Board of Directors or the general membership.

5.10.1 A committee report requesting an interpretation of Association policy shall be referred to the Board of Directors.

5.10.2 A committee report requesting the approval of a publication, project or program not requiring financial support shall be referred to the Board of Directors. If the request involves the need for appropriations, it shall first be referred to the Budget and Finance Committee.

5.10.3 A committee report requesting the approval of a new policy or for a change in existing policy shall be referred to the Board of Directors.

5.10.4 A committee report requesting reaffirmation of a recommendation previously authorized shall be referred to the Board of Directors.

5.10.5 A committee report consisting of information, and not action, shall be filed with the Association office.

5.10.6 Committee chairpersons shall submit committee requests and budget requests by November 1 of the prior year.

SECTION 6 STANDING COMMITTEES

6.1 Professional Standards

6.1.1 Purpose

The Professional Standards Committee is the committee of the Association charged with the responsibility for enforcement of the Code of Ethics through the conduct of ethics and arbitration hearings.

6.1.2 Composition

The Professional Standards Committee shall be comprised of at least ten (10) REALTOR® members, all appointed from a list selected by the chairperson, subject to confirmation by the Board of Directors. They shall serve terms of three (3) years and be appointed annually in such numbers and in such manner as to create staggered terms of the members to ensure continuity of knowledge, ability, and experience by the committee. The President shall select the chairperson, and the President-Elect, in consultation with the President, shall select the vice-chairperson. The members of the committee should be mature, experienced, and knowledgeable persons of judicial temperament. Considerations should be given to an appropriate mix of male and female and ethnic or racial representation.

6.1.3 Responsibilities

- a. The committee members shall hear matters of alleged ethncal misconduct by Association members; provide arbitration as requested, in compliance with the procedures of the National Association of REALTORS® Code of Ethics and Arbitration Manual, as from time to time amended.
- b. The committee members shall be thoroughly familiar with, and knowledgeable of the contents of the National Association of REALTORS® Code of Ethics and Arbitration Manual, Professional Standards Training Manual, and the Interpretations of the Code of Ethics.
- c. The committee shall cooperate with the TCRA Board of Directors, Association Executive, and the Grievance Committee in conducting an annual workshop so all will understand their responsibilities and have a thorough knowledge of the procedures for arbitration and ethics hearings.
- d. Any committee member who is aware of the details of a case, or if he/she is a principal in the case under investigation by the committee, or is a member of the same company of the principal in the case, or who otherwise may be aware of a possible conflict of interest that would render himself/herself unable to reach a fair and unbiased decision on the merits of the complaint, shall be excused from committee deliberation in such case.
- e. Members of the committee shall not discuss cases under investigation, or the disposal thereof, with persons outside the committee except the Association Executive and the Association President.
- f. The chairperson shall keep his/her members informed of all National Association of REALTORS® and Washington REALTORS® directives and policies and procedures updates.
- g. The chairperson shall endeavor to attend all meetings called by the Washington REALTORS® Professional Standards Committee chairperson.
- h. A filing fee of \$250.00 will be assessed to either party (complainant or respondent) that files an appeal to the Board of Directors regarding the Professional Standards Ethics Hearing Panel decision.

6.2 Grievance

6.2.1 Purpose

The purpose of the Grievance Committee is similar to that of a “grand jury” of the judicial system; that is, to prevent abuse and harassment through frivolous complaints. It examines complaints referred to it by the Association Executive and determines if the complaint has sufficient substance and merit to warrant an ethics hearing, an arbitration hearing, or mediation.

6.2.2 Composition

The Committee shall be comprised of at least ten (10) REALTOR® members, appointed by the President, or the Grievance Chairman, subject to confirmation by the Board of Directors. The President shall select the Chairperson, and the President-Elect, in consultation with the President, shall select the Vice-Chairperson. They shall serve terms of three (3) years and be appointed annually in such numbers and in such manner as to create staggered terms so as to encourage continuity of knowledge, ability, and experience. The committee members should be of judicial temperament. Consideration should be given to an appropriate mix of male and female, an appropriate mix of real estate firms and of ethnic or racial representation.

6.2.3 Responsibilities

a. Examine complaints referred to it by the Association Executive and determine if the complaint has sufficient substance and merit to warrant an ethics hearing, an arbitration hearing, or mediation.

b. The Committee shall comply with the policies and procedures in the National Association of REALTORS® Professional Standards Manual, Code of Ethics and Arbitration Manual, Interpretations of the Code of Ethics and the Professional Standards Training Manual.

c. The committee members shall be thoroughly familiar with, and knowledgeable of the contents of the Code of Ethics and Arbitration Manual, the Interpretations of the Code of Ethics, and the Professional Standards Training Manual.

d. The Committee shall cooperate with the Board of Directors, Association Executive and the Professional Standards Committee on conducting an annual workshop and training. All Committee members and newly elected Board of Director members must have training on the procedures of the Grievance process prior to serving on a Grievance panel.

e. The chairperson shall review each complaint submitted to the Association office and determine the appropriate action. There will be no Request for Response from the member prior to the Grievance Committee panel conducting their review. A Request for Response will be requested only if the Grievance Committee passes the complaint on to the Professional Standards Committee for an Ethics Hearing. At that time a copy of the Request for Response will also be mailed to the Respondent’s broker.

f. Upon the chairperson’s notification by the Association Executive of a case requiring committee review, the chairperson shall contact a minimum of two (2) additional committee members setting a time and date for the case review. All committee meetings shall be held at the Association office with the Association Executive, who shall keep a record of the proceedings and disposition of the case.

g. Any committee member who is aware of the details of case, or if he/she is a principal in the case under investigation by the committee, or is a member of the same company of the principal in the case, or who otherwise may be aware of a possible conflict of interest that would render himself/herself unable to reach a fair and unbiased decision on the merits of the complaint, shall be excused from committee deliberation.

h. Members of the committee shall not discuss cases under investigation, or the disposal thereof, with persons outside the committee except the Association Executive and the Association President.

i. In case of a lawsuit, following an ethics hearing, or arbitration hearing, between the complainant and the respondent, a subpoena must be served to the Association Executive, before any files will be released from the Association office.

j. The chairperson shall keep his members informed of all National Association of REALTORS® and Washington REALTORS® directives and policies and procedure updates.

k. The chairperson shall endeavor to attend all meetings called by the Washington REALTORS® Professional Standards Committee chairperson.

6.3 Arbitration

6.3.1 It is the policy of the Thurston County REALTORS® Association that any and all arbitration requests will be submitted to the Association in writing. However, it shall be optional with the member as to whether he will submit to a claim to arbitration with a non-member broker according to the National Association of REALTORS® Code of Ethics and Arbitration Manual.

6.3.2 A non-member broker shall not be entitled to request arbitration unless the principal broker with whom he is associated joins in the complaint. The non-member should be advised that he or she can submit the necessary paperwork to request arbitration but that the member broker has the right to choose wither or not to submit to arbitration.

6.3.3 The Thurston County REALTORS® Association will offer its services to arbitrate between a member broker and associated broker at the request of either party.

6.3.4 The filing fee for arbitration is paid by both the complainant and the respondent. The filing fee will be paid, in full, prior to the Arbitration Hearing. The party in which the award is rendered will have their filing fee returned to them. The party in which the decision is rendered against will not receive the filing fee returned to them. If there is no arbitration hearing all money is returned, to both the complainant and respondent.

6.3.5 A filing fee, on a sliding scale, listed below, will be assessed to parties in an Arbitration Request:

Arbitration Request up to \$1,000.00	\$150.00 Filing Fee
Arbitration Request up to \$1,001.00-\$2,000.00	\$250.00 Filing Fee
Arbitration Request up to \$2,001.00-\$3,000.00	\$350.00 Filing Fee
Arbitration Request up to \$3,001.00-4,000.00	\$450.00 Filing Fee
Arbitration Request of \$4,001.00-Upward	\$500.00 Filing Fee

6.3 Budget and Finance

6.4.1 The Budget and Finance Committee shall consist of the current Treasurer, who will serve as chairperson, President, President-Elect, Treasurer-Elect, Secretary, Immediate Past President, and the Association Executive.

6.4.2 The Budget and Finance Committee shall assist the Treasurer in developing an annual budget for presentation to the Executive Committee. The annual budget development process shall utilize the zero-based budgeting approach, and shall take into consideration input from all necessary sources to ensure an accurate operating budget. This committee should meet during July to develop the draft budget. The draft budget should be presented to the Executive Committee during their August meeting for initial review. The Executive Committee would approve the proposed budget during their September meeting. The Board of Directors would consider for approval the final budget during their October meeting. The approved budget would be provided to the membership at the December General Membership meeting.

6.4.3 The Budget and Finance Committee has general fiscal oversight of Association operations, investments, and financial policy.

6.4.4 It shall be the responsibility of the Treasurer and Association Executive to administer the day-to-day implementation of the budget. If deviations or changes should occur, the Budget and Finance Committee should review and make recommendations as necessary to the Executive Committee. The Board of Directors has final approval on all changes to the budget.

6.5 Governmental Affairs (Legislative, Political Affairs, and Land Use)

6.5.1 Purpose

This committee is responsible to identify and support candidates for political office and/or political issues that confirm issues positions taken by REALTORS®. This committee is also responsible to keep the membership informed of specific political issues that have an effect on the real estate industry. This committee will facilitate organized participation in and support of REALTOR® legislative goals at all levels of government.

6.5.2 Responsibility of Chairperson

a. The President-Elect will be the Chairperson of this committee.

b. Inform the membership of current legislative issues affecting the real estate industry as identified by county, state, and national REALTOR® associations.

c. Generate maximum participation by individual members of the Thurston County REALTORS Association in support of REALTOR® legislative goals.

d. Report regularly to the Thurston County REALTORS® Association Board of Directors on the status of the legislative goals.

e. Advise the President on legislative strategy and assist in preparing testimony to be presented to legislative bodies.

6.5.3 Procedures

a. Appoint committee members (December and early January). If possible, appoint at least one member for each 20-30 REALTORS®. The members should be selected from as many real estate offices as possible to facilitate communication and networking. Each committee member should form a network of three (3) to five (5) other persons for the purpose of generating maximum contacts with legislators, members of Congress, or local officials when requested.

b. Promote maximum attendance at the annual REALTOR® Legislative Day, which is held in Olympia during January.

c. During the state legislative session, conduct periodic meetings of the committee to discuss issues, establish priorities and decide on actions to be taken.

d. When action is appropriate on national, state, or local issues, transmit "Call to Action" to all members of the legislative network via committee members. Monitor results of the legislative action program and report to the Board of Directors and to General Membership.

6.6 RPAC (REALTORS® Political Action Committee)

6.6.1 Purpose

The Thurston County REALTORS® Association REALTORS® Political Action Committee promotes the election of pro-REALTOR® candidates within Washington and across the United States. The purpose of RPAC is clear: REALTORS® raise and spend money to elect candidates who understand and support their interests. The money to accomplish this comes from voluntary contributions made by REALTORS®. These are not members' dues; this is money given freely by REALTORS® in recognition of how important campaign fundraising is to the political process. RPAC doesn't buy votes. RPAC enables REALTORS® to support candidates that support the issues that are important to their profession and livelihood.

6.6.2 Responsibilities

a. Ensure the membership is kept informed about REALTOR® RPAC activities at the national and state level.

b. Maintain liaison with the Washington REALTORS® RPAC program manager to be informed about state level fundraising activities and state level distribution of funds.

c. Maintain liaison with the Washington REALTORS® Government Affairs Director to be informed of state level issues that affect the Thurston County REALTORS® Association and provide support as appropriate.

6.7 Equal Housing Opportunity

6.7.1 Purpose

To educate, inform and cooperate with REALTORS®, government agencies and community leaders. To enhance REALTORS® professional image through training during the orientation program so the new members understand and are in compliance with the Federal Fair Housing Act.

6.7.2 Chairperson

Duties include keeping REALTOR® members informed of any changes, events and legal updates as it affects Fair Housing. Each new REALTOR® member should attend Equal Housing Opportunity training as provided by the Thurston County REALTORS® Association.

6.7.3 Committee

REALTOR® Broker members and Affiliate member duties include delivery of new information to Designated Brokers, Managers and Brokers.

6.7.4 Meetings

The Equal Housing Opportunity Committee shall meet quarterly or more often as needed.

6.8 Membership

This committee focuses on not only increasing REALTOR® and Affiliate membership, but finding ways to help the current members grow their businesses and provide exceptional service to their clients turning them into supporting participants.

6.9 Communication (Newsletter, Website, Public Relations)

The Communications Committee strives to make TCRA a better organization by creating relevant and effective ways to communicate with members and the Thurston County community. The Communications Committee utilizes web-based, print, and email communications to keep TCRA members connected and involved with the Association, and up-to-date on industry news. The Communications Committee monitors and suggests editing changes to the TCRA web pages, FaceBook page, and print publications. The committee may also write and create video communications to help publicize TCRA news and events. Committee members stay current on the latest communication

strategies and tools, deciding which will work best to encourage both new and continued involvement in the Association.

6.10 Bylaws and Policy Manual

This committee works with the Board of Directors on any bylaw or policy changes. The Board of Directors and General Membership must approve of any proposed bylaw changes. Members of this committee are selected by the President.

6.11 Education

6.11.1 Purpose

The purpose of the Education Committee is to provide a well-balanced and effective educational program, meeting the needs of the Association membership.

6.11.2 Composition

The committee shall be comprised of both REALTORS® and Affiliates. Members shall be selected who have knowledge of current real estate education needs of REALTORS® locally or have an interest in education of REALTORS®.

6.11.3 Responsibilities

a. Annually determine the current and anticipated education needs of the Thurston County REALTORS® Association members.

b. Evaluate the success of the previous year's education program and schedule.

c. Coordinate with the Washington REALTORS® the procurement and scheduling of all education programs.

d. Keep informed of the Washington State Department of Real Estate Licensing rules regarding education requirements of agents.

e. Be familiar with the Association's strategic plan, goals, and assist in the implementation of the objectives and strategies.

f. Be responsible for monitors and/or proctors for all the real estate classes sponsored by the Thurston County REALTORS® Association. Establish guidelines and responsibilities of monitors and/or proctors.

g. Procure and encourage sponsorship of all education programs presented by the Thurston County REALTORS® Association through our Affiliate members. Establish guidelines and responsibilities of sponsors.

h. Encourage and establish additional mini-classes during the calendar year sponsored by the Thurston County REALTORS® Association. These can be non-clock hour classes, which are presented by the members of the Association for the members benefit.

i. Coordinate with other programs and committees in the scheduling of classes for the classroom.

j. Develop a continuing education program to market education as a member benefit.

6.11.4 Education Class Monitor Charges and Responsibilities

A monitor is responsible for managing the learning environment in his/her course and for serving in certain administrative, evaluative and social capacities during his/her day of commitment of the education classes sponsored by the Thurston County REALTORS® Association. Specific responsibilities include:

- a. Meet with the education chair and/or Association Executive the day of the class no later than thirty (30) minutes prior to the class for orientation session and assignments. Check for classroom setup, tests, outlines, etc.
- b. Assist with registering students. When instructors arrive, see that the room is set up correctly and the audio-visual equipment is working. Greet the instructor and take care of any last minute requests she/he may have.
- c. Call the class to order, review course policies (i.e., credit for class, attendance, use of recorders, cellular phones and beepers), introduce the instructor according to the script and maintain order in the classroom.
- d. Keep the class on schedule. Get students into the class before class begins both in the morning and afternoon and before the end of each break. Please share with instructor their expense report and evaluation form, which comes with the course outline.
- e. Keep attendance in order for clock hour credit. The Washington State Real Estate License Department requires that attendance be kept. Mark the roster for attendance at the beginning of each class. If it is an all day session, the roster or attendance must also be taken in the afternoon. Take attendance so as not to interfere with the break. If a student is absent during the time the roster is circulated, allow him/her to sign if the absence has not been long. Turn in the rosters and attendance sheet to staff at the end of the class with any exams or evaluations.
- f. Name badges: Students are encouraged to wear a name badge.
- g. Collect student evaluations at the end of each segment as appropriate.
- h. Evaluate the instructor and course facility and provide to the Association Executive.
- i. After each class session, the monitors should provide comment to the Association Executive on to allow ways to operate more efficiently.
- j. If a particular class is being sponsored by one of our Affiliates, we will provide a space to place their information and materials.
- k. Thank everyone, including the instructor and make sure all materials are collected and turned over to the Association Executive for further processing with the Washington REALTORS® or other service (school) provider.
- l. Cancellation Policy: If a registered attendee cancels seven (7) days prior to the scheduled class, they will receive a full refund. If they cancel less than seven (7) days prior to a scheduled class, they will be refunded only one-half of the tuition.

6.11.5 Marketing: Education Opportunities will be provided in as various communication means available to the membership. Flyers may be mailed or emailed to the neighboring member offices of the Associations of Lewis and Mason.

6.11.6 Free Class Policy: *(To be developed)*

6.12 Strategic Planning

This committee is responsible for the development of a long-range strategic plan for the Thurston County REALTORS® Association, subject to the approval of the Board of Directors. After such plan is finalized and approved, the committee shall review it annually to monitor its implementation, evaluate its effectiveness and determine if the plan should be updated. This committee will generally meet no later than the second week of December to develop and/or update a long-range strategic plan.

6.13 Nominations

6.13.1 At least two (2) months before the designated Annual General Membership meeting (in September), the Immediate Past-President, with the approval of the Board of Directors, shall appoint five (5) active members (preferably past-presidents), and a non-voting chairperson to comprise the Nominations Committee. The Nominations Committee shall select at least (2) candidates for each Officer and Director (local and state) position to be filled per the Thurston County REALTORS® Association Bylaws. Any REALTOR® or affiliate member, in good standing, may be nominated to serve on the Board of Directors. Only REALTORS® may be nominated for the position of President-Elect or President.

6.13.2 Appointment or election as a President and President-Elect of the Association shall be limited to those REALTOR® members who have served at least one year as a Local Director and/or State Director or elected Officer, or a Standing Committee Chairperson for a minimum of two years.

6.13.3 For the positions of local Director, candidates shall not be paired or grouped, but rather shall be voted upon as a single entity, except for two (2) positions for two (2) year terms for Affiliates only. Those candidates, running for local Director receiving the most votes, in the descending order of the term of year shall be elected to the positions vacant/to be vacated.

6.13.4 The Nominations Committee will submit to the TCRA Board of Directors recommendations for State Directors to be voted on by the TCRA membership. The nominees will appear on the ballot as an advisory ballot only. State Directors or alternate State Directors are elected by the TCRA membership and approved by the TCRA Board of Directors for submission to Washington REALTORS®.

6.13.5 Prior to the above action, in June of each year, at the General Membership meeting, nominations from the floor would be accepted and placed before the Nominations Committee. Floor nominations must come from REALTOR® members and will appear on the ballot in the position nominated for if: 1) nominee agrees to serve in the position and agrees to all of the responsibilities; and 2) nominee has met all the requirements for the position nominated to fill.

6.13.6 Nominations from members at large must be received no later than thirty (30) days prior to the date set for the Association's Annual Meeting. During that portion of the month of August, when nominations are still open, the Nominations Committee may solicit members to run as candidates for open positions. The nominations will be closed thirty (30) days prior to the date set for the Association's Annual Meeting.

6.13.7 The election of Officers and Directors will be conducted after the Annual General Membership meeting held in September. Ballots may be cast at the Association office or any location designated by the Board of Directors. All ballots must be received by September 30th, counted and the results announced no later than the first business day following September 30th. Election shall be by electronic ballot or, if not available, paper ballots will be accepted and all votes shall be cast one vote per Member

per ballot. The ballot shall contain the names of all candidates and the offices for which they are nominated.

6.14 Awards

6.14.1 Purpose

The purpose of the Awards Committee is to evaluate and select from nominations submitted, the recipients of the award for REALTOR® of the Year, REALTOR® Special Achievement, Affiliate of the Year, Citizen of the Year, Partnership of the Year, Community Service Award, and Long Time REALTOR® Spirit Award. The Association President for the appropriate award year shall make the selection of the President's Award.

6.14.1 Composition

The recipients of the REALTOR® of the Year Award and REALTOR® Special Achievement from the previous year shall serve as the co-chairpersons of the committee. The Affiliate of the Year from the previous year shall serve as a member of the committee. The co-chairpersons will then, on a secret basis, select five (5) other REALTORS® at large to become members of the committee.

6.14.2 Responsibilities

a. It shall be the responsibility of the Awards Committee to annually review nominees and select the recipients of the award for REALTOR® of the Year, REALTOR® Special Achievement, Affiliate of the Year, Citizen of the Year, Partnership of the Year, Community Service Award, President's Award and Long Time REALTOR® Spirit Award, and that such selection be held secret until the presentation at the awards event.

b. The committee may make proposals to the Executive Committee and the Board of Directors for any special awards.

c. The REALTOR® of the Year Award recognizes a REALTOR® Broker for their exemplary business experience, conduct, civic activity and industry involvement. The committee shall annually review the selection criteria for REALTOR® of the Year, including the approved application form, and make recommendations as applicable to the Executive Committee and Board of Directors based on the following criteria:

(1) Nominees for REALTOR® of the Year shall have been in the real estate profession for a minimum of five (5) years as a REALTOR®.

(2) Nominees for REALTOR® of the Year shall be a REALTOR® in good standing.

(3) Nominees for REALTOR® of the Year shall provide written list of accomplishments for activity in Local, State, and National Association of REALTORS® within the past five (5) years.

(4) All nominations for REALTOR® of the Year shall be submitted on approved application form.

d. The REALTOR® Special Achievement Award recognizes a TCRA REALTOR® Broker or Affiliate member that has made a significant achievement in the support of the REALTOR® associations. The committee shall annually review the selection criteria for the REALTOR® Special Achievement Award, including the approved application form, and made recommendation as applicable to the Executive Committee and Board of Directors based on the following criteria:

(1) Nominees for the REALTOR® Special Achievement Award shall have been in the real estate profession for a minimum of eighteen (18) months as an active REALTOR®.

(2) The nominees for the REALTOR® Special Achievement Award shall demonstrate those activities in the Local, State, and National Association of REALTORS® accomplished within the past eighteen (18) months. The accomplishments for the year nominated and the preceding year shall have top priority. Earlier accomplishments shall be used for tie breaking.

(3) Nominees for the REALTOR® Special Achievement Award shall be a member in good standing.

e. The Affiliate of the Year Award recognizes a TCRA REALTOR® Affiliate member for their exemplary business experience, conduct, civic activity and industry involvement. The committee shall annually review the selection criteria for the Affiliate of the Year Award, including the approved application form, and make recommendations as applicable to the Executive Committee and Board of Directors based on the following criteria:

(1) Nominees for the Affiliate of the Year Award shall have been in the real estate profession for a minimum of eighteen (18) months as an Affiliate.

(2) The nominees for the Affiliate of the Year Award shall provide a written list of accomplishments for activities in the Local and State Association of REALTORS® within the eighteen (18) months.

(3) Nominees for the Affiliate of the Year Award shall be a member in good standing.

f. The Citizen of the Year Award recognizes a REALTOR® or a non-REALTOR® resident of Thurston County for outstanding contributions to the welfare of the community. The committee shall annually review the selection criteria for the Citizen of the Year Award, including the approved application form, and make recommendations as applicable to the Executive Committee and Board of Directors based on the following criteria:

(To be developed)

g. The Partnership of the Year Award recognizes an organization that has supported and provided contributions to the enhancement of the Association during the year. The committee shall annually review the selection criteria for the Partnership of the Year Award, including the approved application form, and make recommendations as applicable to the Executive Committee and Board of Directors based on the following criteria:

(To be developed)

h. The Community Service Award recognizes a TCRA member or affiliate who dedicates time and services to a wide variety of community activities and has made a direct impact on the community to help build a positive image for the real estate industry. The committee shall annually review the selection criteria for the Community Service Award, including the approved application form, and make recommendations as applicable to the Executive Committee and Board of Directors based on the following criteria:

(To be developed)

i. The President's Award is not selected by the Awards Selection Committee, but by the Association President. It may be awarded annually to a person that the President determines has made outstanding contributions to TCRA during the period of the President's term of office.

j. The Long Time REALTOR® Spirit Award recognizes a REALTOR® Broker member who has made significant contributions to the Association and the profession of real estate over an extended period of time. The committee shall annually review the selection criteria for the Long Time REALTOR® Spirit Award, including the approved application form, and make recommendations as applicable to the Executive Committee and Board of Directors based on the following criteria:
(To be developed)

SECTION 7 SPECIAL COMMITTEES

7.1 Affiliate Showcase

This committee is responsible for organizing the Association's annual Affiliate Showcase event that is conducted concurrent with the March General Membership meeting.

7.2 Bell Ringing

This committee is responsible for organizing the Association's annual bell ringing support for the Salvation Army at various locations throughout Thurston County.

7.3 Community Service Day

This committee works to organize a day where TCRA Affiliates and REALTORS® give back to their community through assisting disabled and/or senior citizens in maintaining their homes and property. Members may volunteer to join this activity.

7.4 Flag Day

This committee, in conjunction with local Veterans' groups, organizes the program for Flag Day, held annually on June 14 at 4:00 PM. Members may volunteer to join this activity.

7.5 Golf

This committee works to plan the TCRA annual Golf Tournament. Both affiliates and REALTORS® participate in this day through sponsorship and play. Members may volunteer to join this committee.

The REALTOR® chair is selected by the President from the Broker Members. The Vice-Chair may be an Affiliate. Said chairperson may select time and place of tournament. Ticket sales shall be used for prizes, food and green fees. Any excess funds shall be deposited to the General Fund of the Thurston County REALTORS® Association, or on an annual basis, funds may be donated to charities of the Board of Directors' choice.

7.6 Charity Auction

This committee organizes and displays all donated wreaths and centerpieces at the General Membership Meeting held in December. Wreaths are auctioned off in a silent auction. Each winning bidder selects the charity or service organization where the proceeds are sent. Members may volunteer to join this committee.

7.7 Housing Summit

This committee, in conjunction with the Olympia Master Builder, organizes the program for the Housing Summit conference, held annually. The summit appraises local politician and the public of trends and issues concerning the housing industry. Members may volunteer to join this activity.

7.8 Installation General Membership Meeting

The installation of incoming Thurston County REALTORS® Association's Officers and Directors will be conducted during the December General Membership meeting. This committee will ensure the installing individual is identified and available. An appropriate program is prepared. The incoming Association

President should be installed by a Washington REALTORS® past or current Officer but may be installed by any person that the newly elected incoming President chooses.

7.9 Legislative Day

This committee facilitates member participation in the Washington REALTORS® Legislative Day in January of every year, as well as other REALTOR® legislative goals at all levels of government and interviews candidates for upcoming elections to decide who best serves the Thurston County REALTORS® Association's goals for home-ownership and related matters. Members may volunteer to join this committee.

7.10 Memorials

This committee, chaired by the Immediate Past President, acknowledges those REALTORS® that has passed away during the last year. This acknowledgement happens during the March General Membership meeting.

7.11 RPAC Fund Raising

This committee is responsible to implement the annual RPAC campaign, designed by NAR, to raise money for local real estate issues. This committee also organizes annual fund raising events. Members may volunteer to join this committee.

7.12 Softball Tournament

This committee is responsible for organizing the Association's annual summer softball tournament.

7.13 Candidate Interviews

7.13.1 Purpose

a. Identify and support those candidates for political office at the local/state level and take one of three stands for each candidate:

(1) Issue an endorsement of those that support positions taken by REALTORS®. If a candidate is endorsed, decide whether said candidate should receive monetary support.

(2) Neither endorses nor takes a negative position on the candidate.

(3) Take a negative position on the candidate.

b. Identify local issues (including, but not limited to; school district levies, bonds, and city or county parks) to endorse, not endorse or oppose in Thurston County.

7.13.2 Responsibilities

a. The chairperson shall not use this committee for personal or political gain.

b. If a committee member is working on any campaign, or a candidate for office, he/she must identify themselves. That member will not participate in the formulation of questions to be addressed to candidates and will not interview in the area/position they are involved. This includes both candidate interviews and local issue campaigns.

c. To be in compliance with the Washington REALTORS® policy each committee member must be a registered voter if a U.S. Citizen.

7.13.3 Duties

a. The chairperson shall keep members informed of candidates and political events.

- b. The chairperson shall appoint committee members for the interview process.
- c. The chairperson shall schedule meetings to identify and discuss local school levies and bonds as they occur. Have guest speakers on both sides of issue. Determine whether to endorse.
- d. The chairperson shall schedule meetings to identify and discuss city or county proposed projects. Have guest speakers on both sides of issue. Determine whether to endorse.
- e. The chairperson shall develop the questions to be asked of the candidates. These questions should be consistent concerning the position the candidate is pursuing. The same questions will be asked if there are multiple candidates running for the same office.
- f. Final approval of announcing the endorsement, non-endorsement or providing funds to a candidate is with the Thurston County REALTORS® Association Governmental Affairs Committee.

SECTION 8 PERSONNEL

8.1 Position Description: Association Executive

8.1.1 Summary of Position

He/She serves at the discretion of the Board of Directors and in accordance with an approved and signed Employment Agreement as the salaried Association Executive of the Association. The Association Executive will be required to enter into an Employment Agreement with the Association. The Association Executive recommends and participates in the formulation of new policies and decisions within existing policies as they have been approved by the Board of Directors. He/She assists in planning, organization, direction and coordination of programs and activities of the Association. This includes, but it not limited to the following:

- a. Ensures that the Board of Directors is fully informed on the conditions of the Association and all external factors, and attends all meetings of the Board of Directors.
- b. Plans, formulates and recommends for the approval of the Board of Directors, basic policies and programs which will further the objectives of the Association.
- c. Executes decisions of the Board of Directors, except when another assignment is specifically made by the Association.
- d. Oversees day-to-day administration, specific procedures and programs to implement the general policies established by the Board of Directors.
- e. Directs and coordinates all approved programs, projects and major activities of the Association staff.
- f. Recruits, hires, orientate, trains and motivate staff, and is responsible for promotions and terminations.
- g. Obtains maximum utilization of staff by clearly defining their duties, establishing performance standards and conducting performance reviews.
- h. Schedules, on an annual basis, the meeting calendar for the Association activities. Maintains an updated calendar on the Association website.

- i. Provides liaison and staff support to committee chairpersons to enable them to perform their functions. Maintains close communication with all committees and suggests ways to implement their plans and objectives.
- j. Promotes interest and active participation by membership and reports activities of the Association through communication vehicles.
- k. In cooperation with the Budget/Finance Committee, assists in the development of an annual budget and ensures that all funds and physical assets of the Association are appropriately safeguarded and administered.
- l. Maintains official minutes and other official meetings, and provides security for all files, legal and historic documents and membership mailing lists.
- m. Is responsible for the planning, organizing, and promotion of all official meetings.
- n. Keeps in close contact with legal counsel in order to stay current on legal matters affecting the Association and acts as liaison between the legal counsel and the Board of Directors.
- o. Maintains a working relationship with the National Association of REALTORS®, the Washington REALTORS®, and the national institutes, societies and councils, keeping current with their policies and procedures.
- p. Attends National Association of REALTORS® and Washington REALTORS® meetings and other informative meetings as directed and approved by the Board of Directors, and disseminates the information to the Board of Directors and membership.
- q. Serves as Professional Standards Administrator on all problems and conflicts of the members and the public. Coordinates all professional standard matters from receipt of Complaint to final determination. Responsible for all hearing arrangements and record keeping.
- r. Oversees and assists with the orientation for the new members.
- s. Assists the President in selecting committee chairpersons and assists in meeting the committee chairperson's purposes and goals.
- t. Has a working knowledge of the Thurston County REALTORS® Association Bylaws and shall be thoroughly familiar with, and knowledgeable of the contents of the National Association of REALTORS® Code of Ethics and Arbitration Manual, Professional Standards Training Manual, and the Interpretations of the Code of Ethics.
- u. Collects and submits membership dues to the State and National Associations on a timely basis.
- v. Maintains personal contact with the membership to the greatest possible degree.
- w. Assists with the monthly newsletter and/or any other communications with the membership.
- x. In coordination with the Education Committee, organizes education courses and submits records to the Washington REALTORS®.

8.2 Position Description: Secretary/Receptionist

8.2.1 Summary of Position

She/he serves as salaried administrative assistant, secretary/receptionist of the Association and performs tasks assigned by the Association Executive. She/he assists the Association Executive in most office procedures, to include, but not limited to the following:

- a. Intake all new REALTORS® membership, to include the receipt of their dues money, information about the Association and its Orientation process, and the processing of their application paperwork.
- b. Assists the Association Executive with invoicing and collection of dues.
- c. Prepare new membership orientation packets.
- d. Handle income and outgoing correspondence with the Association membership.
- e. Receipt money that arrives through the Association office.
- f. Responsible for all office supply inventory and ordering.
- g. Assists the Association Executive in the publishing of any periodical communications or newsletters.
- h. Assists the Association Executive in preparation for the General Membership and Board of Directors meetings.
- i. Manage the Association store, to include research, inventory control, ordering and pricing of products.
- j. Responsible for classroom housekeeping.
- k. May be assigned as staff person to one or more committees.

8.3 Personnel Committee

The purpose of the Personnel Committee is to act in an advisory capacity to the President and Board of Directors in all personnel matters. The Executive Committee serves as the Personnel Committee; however, the committee may include other members appointed by the President who have experience or qualifications in personnel matters that is desirable to perform committee responsibilities. Additional members of the committee in addition to the Executive Committee will be approved by the Board of Directors.

8.3.1 The committee shall make recommendations on staff positions, staff benefits, increases or decreases in number of staff positions and personnel policies. Such recommendations shall be made to the Association Executive or Board of Directors as may be appropriate.

8.3.2 The committee shall ensure the evaluation of the Association Executive is conducted on an annual basis. The evaluation of the Association Executive shall be completed using an Employee Evaluation Form and the conduct of the evaluation is the specific responsibility of the President. The Evaluation Form will be approved by the committee. The President and the Association Executive will review the Evaluation Form at the beginning and ending of the evaluation period.

8.3.3 It shall be the duty of the committee to make any recommendations to the Board of Directors regarding the hiring of the Association Executive. This shall include screening, interviewing, and other actions as appropriate. The President shall make recommendations to the committee concerning the termination of employment of the Association Executive. The committee will subsequently submit to the

Board of Directors for approval any recommendations for termination of employment of the Association Executive. The Association Executive shall hire/fire any other staff positions as authorized by the Board of Directors.

8.3.4 The Association Executive shall report to the President. All other positions shall report to the Association Executive.

8.3.5 The committee shall draft and recommend to the Board of Directors the Employment Agreement under which the Association Executive is employed. This shall be done annually or other period as required by the Employment Agreement.

8.4 Government Affairs Director

8.4.1 Fundamental goals of a Government Affairs Program are to:

Educate Members

Mobilize Members

Develop an Action Plan/Pursue Policy Development

8.4.2 Thurston County REALTORS® Association will establish a Government Affairs Program to organize the participation of individual REALTORS® members in local governmental and political affairs.

8.4.3 To enhance the effectiveness of Government Affairs Program, Thurston County REALTORS® Association may desire to retain an individual as the Government Affairs Director to provide guidance and assistance in, among other things: organizing and maintaining programs; educating and mobilizing individual REALTORS® members to actively participate in the local governmental and political process; and developing and implementing a local Government Affairs Program.

8.4.4 The Government Affairs Director shall only accept assignments or work from the current President-Elect who is the Government Affairs Committee Chairperson.

8.4.5 The Government Affairs Director shall be required to sign and be contractually obligated to the Thurston County REALTORS® Association. The agreement will be for not more than one year and will be renewed annually if appropriate.

8.4.6 The continuance of a Government Affairs Director shall be contingent on the availability of funding.

8.4.7 The Thurston County REALTORS® Association's Board of Directors is the approving authority for the Government Affairs Director Agreement and selection of the Government Affairs Director.