



**PMI NC Piedmont Triad Chapter  
Operating Procedures  
V1.2  
11.14.2018**

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## 1. Introduction

The PMI® NC Piedmont Triad (NCPT) Operating Procedures provide guidance and detail related to the NCPT's organization, policies, and procedures. The NCPT Operating Procedures will be maintained by the VP of Administration with contribution from other board members as applicable. Any changes to the PMI® NCPT Operating Procedures require board approval.

The policies and procedures of this document be subject to and not in conflict with the current PMI®'s Bylaws, all policies, procedures, rules or directives established or authorized by PMI®, the chapter's Charter Agreement with PMI® as well as the PMI® NCPT chapter Bylaws.

Note – These Operating Procedures are noted in the PMI® NCPT chapter Bylaws in Article V, Section 13.

## **2. Chapter Membership**

### **2.1. Termination Just Cause**

PMI® NCPT chapter Bylaws Article IV, Section 1, Item “D” mentions termination for “just cause”. Just cause may include, but not be limited to, a member’s statements or actions that conflict with the goals and objectives of the Chapter, a member’s disruption of Chapter activities, violation of the PMI® Code of Conduct and/or other such actions.

### **2.2. Member in Good Standing**

PMI® NCPT chapter Bylaws Article IV, Section 1, Item “G” mentions a member in “good standing”. Members in good standing must have paid both PMI® and PMI® NCPT Chapter dues, and appear in the PMI® NCPT Chapter membership list.

### 3. Chapter Board of Directors

#### 3.1. General Information

No PMI® NCPT Chapter member shall hold two (2) or more voting Board positions.

Board of Director members are expected to:

- Prepare an annual plan and budget for the activities under their purview.
- Form committees and direct special projects as needed to fulfill the goals and objectives in the annual plan.
- Act as chapter liaison and communicate with PMI®GOC, PMI® Region, other sister Chapters or Components, and any other local professional resources for any programming within his/her purview.

For a period of one (1) year following the term of office, prior Board of Directors shall make themselves available as a resource to the officer newly elected to the respective office.

Board of Director voting via email (noted in Chapter Bylaws, Article V, section 9) shall allow one (1) week for board members to vote. In the event that a board member does not respond and vote via email during this period, their vote will be counted as “Absent” and will not count toward quorum.

#### 3.2. Voting Board Positions

##### 3.2.1. President

PMI® NCPT chapter Bylaws Article V, Section 3, describes the duties of the President. Additional detail is provided here:

**Role Description** – Elected volunteer responsible for oversight of the chapter and the board. The president shall direct the activities of the other board members in accordance with the chapter bylaws.

**Roles & Responsibilities** –

- Direct the chapter’s strategic goals
- Achieve the chapter vision, mission, and objectives as detailed by the chapter board, PMI, and chapter business plans
- Direct the activities of other officers toward chapter goals and objectives
- Ensure that the chapter board works together as a team
- Represent the chapter at public events
- Ensure strategic alliance, planning, and annual reporting

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- Be ultimately accountable for all board operations and chapter activities
- Act as a liaison between the chapter and PMI
- Ensure that the chapter renewal is updated and that the chapter is in compliance as specified by PMI
- Preside over the board of directors meetings and the annual general membership meeting
- Ensure that all chapter business is being done legally and ethically
- Assume responsibility for the overall functioning of the chapter
- Legally represent the organization (this role can be co-dependent with the VP/Director of Finance)
- Ensure statutory and regulatory compliance with consultation with the VP/Director of Finance
- With the board, ensure prudent disbursement of chapter funds
- Drive implementation of PMI policies and guidelines and ensure that they are reflected in chapter processes
- Manager periodic policy audits
- Promote leadership development opportunities for board development
- Develop and implement a succession and transition plan

### **Strategic and Business Management Skills –**

- Management Skills
- Organization Skills
- PMI Knowledge and Experience
- Volunteer Recognition and Appreciation

### **Leadership Skills –**

- Ability to Delegate Effectively
- Coaching and Mentoring
- Conflict Resolution Skills
- Skilled in Strategic Planning and Process Execution
- Team Building Skills

### **3.2.2. President Elect**

PMI® NCPT chapter Bylaws Article V, Section 4, describes the duties of the President Elect. This officer shall also be responsible for implementing initiatives to increase awareness and promote interest in Project Management among leaders of NC Triad companies and organization through expansion of mutually beneficial relationships outside traditional PMI® communities. Additional detail is provided here:

**Role Description** – Successor to the president; elected volunteer who will assist the president with his or her duties of managing the chapter and shall assume the role of the chapter president if the president is unable to perform duties for any reason.

**Roles & Responsibilities –**

- Represent the president in his or her absence
- Assume the role of president the year following completion of his or her duties in this role.
- Assume the role of president if the president is unable to perform duties for any reason
- Assist the president in his or her duties
- Oversee special projects or committees
- Serve as member ex-officio with the right to vote on all committees except the nominating committee
- Develop and implement succession and transition plan

**Strategic and Business Management Skills –**

- Budget Management Skills
- Financial Planning
- PMI Knowledge and Experience
- Volunteer Recognition and Appreciation

**Leadership Skills –**

- Ability to Delegate Effectively
- Decision Making
- Skilled in Strategic Planning and Process Execution
- Team Building Skills

**3.2.3. Vice President (VP) of Administration**

PMI® NCPT chapter Bylaws Article V, Section 5, describes the duties of the VP of Administration. This officer shall also be responsible to create, maintain, and enforce both policies and governance within the PMI® NCPT chapter. Additional detail is provided here:

**Role Description** – Elected volunteer responsible for addressing governance and policy issues, including ensuring the maintenance and enforcement of chapter policies and bylaws. Oversee the preparation, maintenance, and distribution of all records, correspondence, minutes of meetings, and related affairs of the chapter.

**Roles & Responsibilities –**

- Ensure the policies are consistent and compliant with all applicable governmental jurisdiction and regulations (e.g., IRS, government compliance, PMI policy, Sarbanes Oxley – local laws and regulations).
- Review and update bylaws and ensure they are in alignment with the PMI Chapter Charter.
- Ensure the chapter bylaws and operating procedures are upheld and enforced.

- Develop and maintain the Operating Procedures with input from other chapter leaders.
- Review chapter legal documents and provide guidance/approval as appropriate.
- Ensure chapter roles/functions have definitions and are consistent with clear responsibilities.
- Assure safekeeping of all governing documents (approved bylaws, articles of incorporation, charter agreement, board policies, committee charters, and all other non-financial records for the chapter).
- Coordinate and distribute meeting minutes for all chapter board and business meetings.
- Oversee the administrative activities of the chapter Secretary.
- Provide records to members and outside organizations that request information.

**Strategic and Business Management Skills –**

- Experience with developing roles & responsibilities
- Experience with laws, regulations, & policies
- Knowledge of PMI and Chapter policies
- Strong organization and documentation skills

**Leadership Skills –**

- Conflict Resolution
- Decision Making
- Writing
- Facilitation
- Strategic Planning
- Listening

**3.2.4. Vice President (VP) of Finance**

PMI® NCPT chapter Bylaws Article V, Section 6, describes the duties of the VP of Finance. This officer shall also:

- Meet with the board to define the annual operating budget for the planning of Chapter activities.
- Gain approval from the board of the annual operating budget with guidelines, restrictions, and corrective action when the budget is not adhered to.
- Prepare all financial reports to the Chapter and to PMI®.

Additional detail is provided here:

**Role Description** – Elected volunteer responsible for PMI NC Piedmont Triad Chapter finance. The VP Finance is responsible for maintaining and



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presenting all financial records required for chapter operations in accordance with the chapter bylaws and Operating Procedures.

### **Roles and Responsibilities –**

- Establish and maintain all chapter bank accounts and/or similar financial transactions. Check bank accounts on a monthly basis (at minimum)
- Maintain and manage financial portfolios including accounts receivable and payable.
  - Collection of chapter dues from PMI
  - Guest payments for chapter meetings or special chapter sponsored events
  - Payments of all chapter bills
  - Handle PMI and government required payments
- Develop and implement financial metrics and provide financial reporting regarding the state of finances and chapter activities to chapter leaders and chapter membership on at least a monthly basis
- Develop and maintain annual operating budget and financial statement for annual charter renewal application
- Complete required tax filings for the chapter
- Recommend improvements to the financial process to the board and prepare financial guidelines and procedures for the chapter
- Ensure compliance with all financial operational processes and define, document and maintain chapter financial policies such as financial reserve policies, investment policies and record storage, retention and destruction policies established by the board
- Contribute to financial planning/goal setting, investing, forecasting and budgeting for the chapter
- Complete annual financial statement and report to chapter membership
- Serve as a liaison with PMI Global on chapter financial matters
- Analyze cost impact and income benefit of all chapter activities proposed by the board of directors
- Review chapter contracts, agreements and insurance
- Assist chapter board with succession and transition plans for VP Finance position

### **Strategic and Business Skills Required –**

- Accounting Software/Tools (e.g. Quick Books, Excel)
- Analytical Thinking
- Knowledge of Generally Accepted Accounting Principles (GAAP)
- Documentation and Financial Record Keeping skills
- Excellent organization and administration skills
- Working knowledge of Microsoft Office Applications (Word, Powerpoint, Excel, Outlook, etc.)

### **Leadership Skills Required –**

- Decision Making

- Time Management
- Strategic Planning
- Analytical
- Teamwork

### **3.2.5. Vice President (VP) of Education & Professional Development**

This officer shall be responsible for the development and coordination of educational seminars on project management topics, courses to prepare members for the PMI® certification examinations, courses for PMI® Professional Development and other continuing educational seminars. This officer is also responsible for providing information to members about PMI® certification / re-certification, and for reporting to PMI® Headquarters on Professional Development Units (PDUs) sponsored by the PMI® NCPT chapter. Additional detail is provided here:

**Role Description** – Elected volunteer responsible for the coordination of educational seminars on project management topics such as courses to prepare members for PMI certification examinations, and courses for PMI professional development and other continuing education seminars. Role includes:

- The coordination of educational and professional development chapter events in accordance with chapter policies and by-laws.
- The development of chapter education activities to include:
  - Preparation and maintenance of PMI’s certifications
  - Development and maintenance of relationships with local colleges and prep-schools
- Establishing and managing chapter professional development programs, live and online.
- Developing and maintaining relationships with Registered Education Providers (R.E.P.s)

**Roles and Responsibilities** –

- Oversee training events, presentations and programs
- Promote the project management profession through the planning and coordination of special events designed to enhance and expand the skills and knowledge of project managers
- Define strategies for improvement of professional development/training programs
- Coordinate the chapter’s external educational activities, such as seminars, workshops, courses, study groups and other educational activities
- Seek new project management professional development programs through networking with other educational organizations and PMI chapters

- Seek feedback, suggestions and recommendations using surveys and other communication tools
- Incorporate feedback, suggestions and recommendations as necessary to enhance effectiveness and value delivered to chapter as they relate to logistics of events/programs
- Work with the VP of Technology as required to assure training event registration is operational
- Promote (and track) chapter membership growth via training promotions to chapter members
- Maintain student history information to support potential future audits
- Maintain the succession and transition plan and Instructor Qualification requirements

### **Strategic and Business Management Skills –**

- Ability to develop and manage program event schedules
- Knowledge of PMI credentials and PDUs
- Program & event planning skills

### **Leadership Skills –**

- Coaching and Mentoring
- Public speaking/presentation skills
- Team building skills
- Coordination skills

### **3.2.6. Vice President (VP) of Programs**

This officer shall envision, develop, plan, schedule, and coordinate any chapter programs. This officer shall be responsible for facility coordination, food planning, logistics, content, and technology arrangements related to event planning. The officer should ensure that shareable meeting content is available to all VPs in a timely manner so that marketing, technology, and membership needs are met in preparation for successful programs.

### **3.2.7. Vice President (VP) of Information Technology**

This officer shall oversee the PMI® NCPT chapter e-mail service and website; and serve as owner for all Chapter technology platforms. This officer is responsible for the implementation of external facing communications, user interaction and issues with the Chapter website, collaborative features and email service. All electronic information dissemination regarding the chapter (i.e. announcements, advertisements, etc.) shall be the responsibility of this function. Additional detail is provided here:

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**Role Description** – Elected volunteer responsible for all aspects of chapter technology including acquisition of technology, support/maintenance of technology, data analytics, technology governance and long-range annual planning of technology in accordance with any current or future PM procedures and guidelines.

**Roles and Responsibilities** –

- Acquisition of Technology
  - Participate in request for proposal (RFP) and contract negotiations (not sole negotiator).
  - Research new technologies and/or features to improve the chapter efficiencies and membership experience and report on feasibility of proposed technology initiatives.
  - Collaborate with chapter leadership to propose initiatives
  - Gather business requirements
  - Oversee any initiatives for current or proposed technologies
  - Lead implementation planning
  - Oversee training.
  
- Support/Maintenance
  - Manage all chapter technology initiatives
  - Provide administrative support for chapter technologies
  - Provide vendor management of technologies
  - Be familiar with all aspects of operational technologies in place and be able to provide backup administrative support.
  - Ensure Chapter's owned equipment is in good working order and tracked.
  - Provide regular status updates to chapter leadership
  - Communicate service level agreements (SLA) for issue/request intake process.
  - Manage, recruit and onboard internal or external technology team members and ensure technology team is providing timely responses to support requests.
  - Coordinate and collaborate with other chapter board members and volunteers when needed.
  
- Governance
  - Maintain data and transaction services and processes.
  - Maintain inventory of technologies in place, including administrative access information.
  - Ensure compliance with all software/subscription licenses that are acquired.
  - Manage internet site security/system monitoring in conjunction with website site provider.
  - Assess risk in IT systems.
  - Maintain IT security policies.

- Long Range and Annual Planning
  - Successfully plan, track and deliver all IT related services employed to benefit the chapter.
  - Work with other technology members, chapter board members and volunteers to identify opportunities to improve chapter technology and infrastructure.
  - Provide Submission requests for budget and schedule estimates.
  - Provide recommendations for system upgrades and enhancements.
  - Assist in defining business capabilities.
  - Identify incoming technologies needs based on chapter plans and activities.
  - Keep current on technologies being adapted by PMI or other PPMI chapters.

### **Strategic and Business Management Skills –**

- Contract and Vendor Management
- Organizational change management
- Management skills
- Skilled in Strategic Planning process.

### **Leadership Skills –**

- Technology Tool skills
- Decision Making
- Stakeholder Management

### **3.2.8. Vice President (VP) of Marketing & Communication**

This officer shall publicize the PMI® NCPT chapter to the Chapter members and the general public, collect content for the Chapter website, generate awareness of the PMI® NCPT chapter in the greater Triad area, and provide liaison to the news media. This officer shall also be responsible for advertising information and ensuring the VP of Information Technology receives updated website content (i.e. schedule of events) and other meeting communications that need to occur related to this function (i.e. membership notice of meetings). Marketing responsibilities include the solicitation and management of the Corporate Sponsorship program. Additional detail is provided here:

**Role Description** – Elected volunteer is responsible for marketing and public relations. The vice president of marketing shall be responsible for developing marketing, corporate relations and communication programs in accordance with PMI Triad chapter bylaws and policies.

### **Roles & Responsibilities –**

- Develop and implement a marketing plan with a view to strengthening the chapter financially
- Develop an awareness of PMI's marketing tools and resources
- Connect with PMI and other PMI communities, such as birds-of-feather
- Draft annual marketing budget and ensure minimal variance
- Drive Merchandising initiative of the chapter
- Drive the chapter's advertisement process including boosting events in Social Media channels, such as Facebook, LinkedIn and Twitter.
- Maintain relationships with sponsors for revenue generation to fund the chapter's activities
- Reach out to divergent business entities towards the sponsorship of chapter events
- Drive the Marketing efforts of the signature event of PMI Triad, Professional Development Day (PDD)
- Increase awareness of PMI Triad chapter
- Orchestrate periodic publication of Newsletter

### **Strategic and Business Management Skills –**

- Targeted audience and Economics of the pitched numbers for both chapter events and PDD
- Knowledge of PMI's brand strategy (Marketing Portal), Market research skills, and use of Survey Tools
- Knowledge of online collaboration/tools (e.g., Facebook, LinkedIn)
- Newsletter tools
- Willing to make Cold calls, while taking non-response in stride
- Follow up on leads, and open to meetings outside of work hours

### **Leadership Skills –**

- 3P: Persuasion, Persistence and Presentation
- Proficiency - Oral and Written
- Ability to delegate effectively
- Negotiation skills

### **3.2.9. Vice President (VP) of Membership**

This officer shall encourage PMI® NCPT chapter membership, including renewals and new members; welcome new members; establish and maintain a volunteer database and update the Board with membership statistics and data. Additional detail is provided here:

**Role Description** – Elected volunteer responsible for addressing the needs of chapter membership, including membership recruitment, retention, and hospitality (registration function at chapter events).

### **Roles & Responsibilities –**

- Develop and implement Chapter Membership Plan

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- Establish key membership metrics, establish baseline, Set targets, Track performance, take appropriate action.
- Customer Service
  - Answer general member/non-member information inquiries and other requests related to membership.
  - Responsible for the Hospitality team: This team welcomes members and guests as they check in at chapter events. Complete the registration check in and offer guidance and answer questions as needed.
- Primary user of the Chapter Reporting System (CRS) for analysis and reporting of membership data
  - Review membership records for chapter and work with PMI Global to resolve issues answer questions.
  - Provide membership information to board members as needed/requested.
  - Produce and deliver various membership reports for reporting to board.
- Market Research
  - Conduct surveys to capture feedback about the member or guest experience at chapter events.
  - Develop and provide survey/ attendance reports.
  - Analyze and integrate survey feedback for inclusion in the strategic/operational planning.
- Market and Member Engagement
  - Develop and implement membership welcome plan.
  - Utilize membership marketing materials from PMI Marketing Portal.
  - Develop and implement a rewards program to recognize member milestones.
- Develop and implement succession and transition plan

### **Strategic and Business Management Skills –**

- Data Analysis
- Experience with survey programs and systems
- Proficiency in using PMI Chapter Reporting Systems (CRS)

### **Leadership Skills –**

- Persuasion/ Motivation Skills
- Presentation / Public Speaking Skills
- Strategic Planning Skills





## 4. Additional Non-Voting Chapter Positions

### 4.1. General Information

These additional chapter positions can be created, changed, or removed with board approval. All of the positions described in this section will report into one of the voting Board of Director members as noted in this section.

These positions are filled by appointment. Appointees must be nominated to the board and approved by the Board of Directors. The term of these positions will coincide with the term of the corresponding Board of Director position that the position reports into. An individual can serve in one of these positions for 2 consecutive board terms (up to 4 years) unless noted otherwise; in the event where no individual is willing or able to fulfill this position, an appointee may serve one more (two year) term, subject to board approval.

The removal of a particular appointee before the conclusion of their term would be subject to board approval.

### 4.2. Other Positions

#### 4.2.1. Immediate Past President

This position will report directly to the President and serve as a consultant. The previous year's President will automatically be assigned to this role. The term of this particular position is only one (1) year. In the event where the previous year's President can not fill this role, the previous Immediate Past President (i.e. President from two years prior) may continue in the role for another year with board approval.

This position shall be responsible for coordinating and submitting the Chapter Charter Annual Renewal Report. The Immediate Past President is also responsible for the proper registration of new incoming board members with PMI Global. Additional detail is provided here:

**Role Description** – Immediate former elected volunteer responsible for oversight of the chapter and the board in accordance with chapter policies and bylaws.

**Roles & Responsibilities** –

- Maintain continuity in the chapter to help to ensure smooth board transition
- Assist the board of directors with strategic policies
- Proactively support and promote the work within the board
- Assume the role of mentor for the president

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- Assist the president in liaison with PMI if and when required
- Lead and direct the elections process
- Provide ethics enforcement and guidance at the board of directors level
- Support conflict resolution
- Outreach with past presidents
- Develop and implement a succession and transition plan

### **Strategic and Business Management Skills –**

- Diplomacy
- Human Resource Management
- Parliamentary Procedures (i.e. Robert’s Rule of Order)

### **Leadership Skills –**

- Coaching and Mentoring
- Conflict Resolution Skills
- Persuasion/Marketing Skills
- Skilled in Strategic Planning and Process Execution
- Team Building Skills

### **4.2.2. Director of Elections**

This position will report directly to the VP of Administration. This role is defined for the purpose of coordinating the annual election. Determination of the director position will take place no later than June 30<sup>th</sup> of each calendar year. This position is responsible for coordination of all activities for the election. Responsibilities include but not limited to Identifying positions for election, solicitation and review of candidates, perform the election, validate the results of the election, and all communication associated with the election process as outlined in Article VI of the bylaws. Additional duties may be noted here in a future version.

### **4.2.3. Secretary**

This position will report directly to the VP of Administration. This position will keep adequate records of all proceedings, actions and meetings of the Chapter and the Board of Directors. The Secretary shall have access to the original Constitution and the Bylaws and of amendments thereto. The Secretary shall be responsible for tracking the results of all Chapter and Board votes and elections. Additional detail is provided here:

**Role Description** – Nominated by VP of Governance and Elected by the Chapter Board, the Secretary is a volunteer and is responsible for maintaining records for the Board. This position assists with updates to the Chapter Operating Procedures and the Chapter Bylaws. The Secretary records, maintains, stores, and updates to the minutes from the Chapter Board meetings and any additional correspondence or business minutes as

requested. The Secretary takes direction from the VP of Administration and is considered part of the Chapter Administration team.

### **Roles & Responsibilities –**

- Record, maintain, and store Chapter Board Meeting minutes.
- Record, maintain, and store additional Chapter Business Meeting minutes.
- Assist with updates and storage of the Chapter Operating Procedures. This responsibility will be completed working with the Chapter Board members and their Directors.
- Assist with updates and storage of the Chapter Bylaws as required.

### **Strategic and Business Management Skills –**

- Ability to record and maintain meeting minutes
- Ability to complete correspondence
- Knowledge of Chapter Bylaws, Operating Procedures, and file storage systems.

### **Leadership Skills –**

- Active Listening Skills
- Excellent Writing Skills
- Organization Skills
- Time Management Skills

#### **4.2.4. Director of Technology**

This position will report directly to the VP of Information Technology. Additional duties may be noted here in a future version.

#### **4.2.5. Director of Marketing**

This position will report directly to the VP of Marketing and Communication. Additional detail is provided here:

**Role Description** – Volunteer is responsible for marketing and public relations. The Director of marketing shall be responsible to assist VP of Marketing in developing marketing and communication programs in accordance with PMI Triad chapter bylaws and policies.

### **Roles & Responsibilities –**

- Assist VP of Marketing in developing and executing marketing effort of the chapter events and Profession Development Day (PDD)
- Identify potential sponsors for the event
- Act as Proxy for the VP Marketing in reaching out to the sponsors
- Assist VP Marketing in crafting initiatives to engage attendees
- Expand visibility of the chapter

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- Support the chapter's advertisement process
- Maintain relationships with sponsors for revenue generation to fund the chapter's activities
- Reach out to divergent business entities towards the sponsorship of chapter events
- Support the Marketing efforts of the signature event of PMI Triad, Professional Development Day (PDD).
- Ideate options to increase attendees and their engagement.

### **Strategic and Business Management Skills –**

- Targeted audience and Economics of the pitched numbers for both chapter events and PDD
- Knowledge of PMI's brand strategy (Marketing Portal), Market research skills, and use of Survey Tools
- Knowledge of online collaboration/tools (e.g., Facebook, LinkedIn)
- Willing to make Cold calls, while taking non-responses in stride
- Follow up on leads, and open to meetings outside of work hours

### **Leadership Skills –**

- 3P: Persuasion, Persistence and Presentation
- Proficiency - Oral and Written
- Negotiation skills

## **4.2.6. Director of Chapter Meetings**

This position will report directly to the VP of Programs. Additional detail is provided here:

**Role Description** – Volunteer responsible for PMI Piedmont Triad Chapter regular chapter meetings programming in concert with VP of Programs and in accordance with the chapter bylaws and board guidance.

- Responsible for the planning and execution of regular chapter meeting programming

### **Roles & Responsibilities –**

- Oversee and implement successful chapter meetings (outside of social events) with the assistance of supporting board and non-board volunteer members.
- Support the special events director with execution of special events as needed
- Coordinate the gifts and abilities of volunteers along with the VP of Membership as well as other board members in successful operation of chapter programming
- Connect and communicate with the VP of Technology and the VP of Marketing to promote the regular activities and needs of the chapter for chapter meetings

- Provide content for dissemination to the chapter and the public in support of the local chapter, the board, and the project management profession

### **Strategic and Business Management Skills –**

- Ability to develop and manage program and event schedules
- Program and event planning skills

### **Leadership Skills –**

- Ability for public speaking/presentations
- Team building skills
- Coach and mentoring
- Ability to delegate effectively
- Ability to adapt in problematic situations

## **4.2.7. Director of Social Events**

This position will report directly to the VP of Programs. Additional detail is provided here:

**Role Description** – Volunteer responsible for PMI Piedmont Triad Chapter special events planning and execution in concert with the vision of the VP of Programs and in accordance with the chapter bylaws and board guidance to facilitate the planning and execution of special events programming to include chapter social activities, community outreach opportunities, and networking opportunities through PMI volunteer teams.

### **Roles & Responsibilities –**

- Oversee and communicate the VP of programming’s board-sanctioned vision regarding social event strategy to the city-centric team leaders
- Guide city-centric volunteer team leaders in ideation and planning of social events include parties, networking gatherings, and community outreach opportunities in concert with the current programming vision
- Monitor and ensure effective team work from the team leaders on the various events through a regular meeting no more than every 6 weeks with the team leaders
- Consult with the VP of Programming on a regular basis to provide status, discuss team ideas, and highlight resources needs for the teams to affect the social events program vision
- Facilitate through teams the planning and execution of a minimum of 2 events in each local (1 social/fun event and 1 give-back event for Winston/Kernersville and 1 social/fun event and 1 give-back event for Greensboro)

### **Strategic and Business Management Skills –**

- Ability to develop and manage program and event schedules
- Program and event planning skills

**Leadership Skills –**

- Ability for public speaking/presentations
- Team building skills
- Coach and mentoring
- Ability to delegate effectively
- Ability to adapt in problematic situations

**4.2.8. Director of Special Events**

This position will report directly to the President Elect. This role will be responsible for coordinating the annual Professional Development Day (PDD). Additional duties may be noted here in a future version.

**4.2.9. Director of Education**

This position will report directly to the VP of Education and Professional Development. Additional detail is provided here:

**Role Description** – The Education Director primarily supports logistical activities associated with the PMP Exam Prep training program. PMP Exam Prep training generally takes place twice each year (fall & spring). The Director supports training preparation and student data tracking and dissemination to the share drive and VP in accordance with chapter policies and bylaws.

The Education Director is also responsible for coordinating Triad Chapter participation in the annual Guilford County 8th grade career day (WOW) which generally takes place in February.

**Roles & Responsibilities –**

- With support from the VP of Education & Professional Development, the director’s responsibilities include:
  - Collection of education student and performance data
  - Maintenance of Sharepoint “Master file”, examples include:
    - Input of survey feedback, suggestions and recommendations into share drive
    - Input of student data into share drive
  - Tracking of student data, exam performance
  - Supporting coordination of training events (may require onsite activities)
  - Distributing course certifications
  - Coordination of Guilford County Career Day project, Discover your WOW
  - Deliverables include:
    - Master Student Tracking Report updates

- Student survey summaries
- PMI Class Certifications
- Instructor Surveys

**4.2.10. Director of Membership**

This position will report directly to the VP of Membership. Additional duties may be noted here in a future version.

## **5. Additional Procedures**

### **5.1. Nominations and Elections**

As noted in the chapter bylaws (Article VI, Section 1) elections will be conducted annually. Additional policies and procedures related to these elections may be noted here in a future version.

### **5.2. General Procedures**

Additional policies and procedures of a general nature may be noted here in a future version.

### **5.3. Role Specific Procedures**

It is expected that Board of Director and non-voting chapter positions described in sections “3” and “4” of this document will have detailed procedures outlined here in a future version.



## 6. Revision History

### 6.1. Revision Table

<b>Ver.</b>	<b>Date</b>	<b>Revised by</b>	<b>Change Description</b>
1.0	10/1/2017	Mike Davis	Initial Version approved 8.7.2017 (effective 10.1.2017) and streamlined to match new bylaws and capture pertinent items from previous bylaws.
1.1	10/1/2017	Connie Tolppi	Updated descriptions for VP of Programs and VP of Marketing & Communication.
1.2	11/6/2018	Mike Davis	Incorporated more detailed role descriptions and updates to section 6.1 (Ideas).

### 6.1. Ideas for Future Revisions

Additional ideas for this document can be noted here.

Ideas:

- President Elect role to coordinate annual strategic planning meeting (Q3) with current and all past presidents. This will also help support continuity.
- Detailed processes surrounding unsolicited “contact us” communication. Clarification in regard to how these incoming communication requests are triaged and assigned. Clarify associated service levels (i.e. reviewed every day; acknowledge within 2 days; respond within 1 month).
- Additional clarity/detail in regard to what decisions can be unilaterally made by a Board of Director (i.e. spend within budget) and other chapter positions vs. what decisions should require Board of Director approval/vote.
- Further clarify refund policy
- Incorporate or reference election guide materials/templates.