



BOARD OF DIRECTORS ROLES

All board members are expected to:

- Attend a strategic planning and orientation session at the beginning of the season and monthly board meetings (some being conducted via conference calls).
- Establish objectives and a budget for their portfolio and measure against them throughout the year.
- Contribute to the overall fiscal and professional development of the ACCA.
- Be advocates for the ACCA and the call centre industry in general.
- Support the Mission and Core Values of the ACCA.

The ideal board member is someone who is:

- **Strategic:** You're a big thinker on behalf of your portfolio and the Association.
- **Leadership:** Selecting, training, mentoring and being responsible for volunteers to carry out the hands-on responsibility of the portfolio.
- **Flexible:** Time constraints, volunteer's needs, and budgets mean you need to be able to go with the flow while staying focused.
- **Problem Solver:** You welcome meaningful and constructive discussion and can work with others to resolve issues and potential conflict.
- **A Team Player:** Decisions made are in the best interests of the ACCA.
- **Interested in People:** You like to meet new people, help others meet new people, socialize and have fun going good things on behalf of your association.

President

- The President shall, if present preside at all meetings of the Members.
- The President shall, subject to the direction of the Board, exercise general supervision and control of the business and affairs of the Association. The President shall sign such contracts, documents or instruments in writing as require his or her signature and shall have such other powers and shall perform such other duties as may from time to time be assigned to him by resolution of the Board or as are incident to such office.

Vice-President:

- In the absence of the President, to perform all duties and have all responsibilities and powers of the President.

- Responsible for the coordination of all special events of the Association and for reporting to the Board of Directors thereon.
- Responsible for promoting the Association and acting as the Association's liaison with the community at large and other call centre Associations throughout Canada and North America.
- Under ordinary circumstances the Vice-President shall succeed the President.

Treasurer:

- Preparation and retention of all financial records of the Association.
- Responsible for the filing of financial statements in accordance with the Act.
- Responsible for the carrying out of all other duties as the nature of his office may require.
- Responsible for the preparation, maintenance and safekeeping of all financial records of the Association.
- Responsible for the operation and proper maintenance of bank accounts of the Association as the Board of Directors may from time to time direct.
- Responsible for presentation of the financial reports of the Association to the Board of Directors and any General Meeting of the Association as may from time to time be required.
- Responsible for the issuing of invoices for Association dues prior to the beginning of the Association's fiscal year, for collection of dues and for notifying the Board of Directors of Members suspended for failure to pay Association dues in accordance with these By-laws.
- Responsible for setting up funds and investing money of the Association as the Board of Directors may from time to time direct.
- Has authority to suspend Members for non payment of annual Association dues in accordance with Article 4.5 hereof.

Secretary:

- Responsible for the preparation and presentation of Minutes of either the Board of Directors or General Meeting, as the case may be, for review and acceptance. In case of the absence of the Secretary, his duties shall be discharged by such officer as may be appointed by the Board.
- Responsible for the preparation, maintenance and safekeeping of all books, papers, letters, documents and contracts of the Association including, and without limiting the generality of the foregoing, the Association's seal and charter and the Association's membership lists.
- Responsible for all correspondence of the Association and be under the direction of the President and Board. The Secretary shall also keep a record of all the Members of the Association and their addresses and all notices of the various meetings as are required.
- Ensures that the ACCA bylaws are current and accurate.
- Works with other Directors to capture any and all changes requires in the bylaws.
- Ensures the Board is adhering to the bylaws at all times.
- Is extremely familiar with Association bylaws.

- Provides the Board with interpretation of bylaws and ensures all policies, procedures and decisions adhere to the Association's bylaws.

Past President:

- Provides historical insight and leadership for the Association.
- Chairs the Nominating Committee and managed the Board nomination process.
- Participates in other projects and initiatives as requested.

Directors:

- Authority and Responsibility: The Board of Directors has the legal authority for Alberta Call Centre Association. As a member of the Board, a Director acts in a position of trust for the community and is responsible for the effective governance of the organization.
- Requirements: A Director demonstrates commitment to the work of the organization through participation on committees, attendance at Board meetings, committee meetings, the Annual General Meeting and membership meetings. The incumbent participates in both special events and fundraising events.
- Term: Directors are elected by the membership at the Annual General Meeting for a two-year term.
- General Duties: A Director is fully informed on organizational matters and participates in the Board's deliberations and decisions in matters of policy, finance, programs, personnel and advocacy. A Director may be responsible for chairing a Committee, as requested.

The Director must:

- Approve where appropriate, policy and other recommendations received from the Board, its standing committees and senior staff.
- Monitor all Board policies.
- Review the bylaws and policy manual, and recommend bylaw changes to the membership.
- Review the Board's structure, approve changes, and prepare necessary bylaw amendments.
- Participate in the development of ACCA's organizational plan and annual review.
- Approve ACCA's budget.
- Assist in developing and maintaining positive relations among the Board, committees, staff members and community to enhance ACCA's mission.

Portfolio/Committee Positions:

Membership:

- Coordinates the activities of committees that develop programs to retain existing members and recruit new ones.

- Works with other Directors to develop membership feedback opportunities, such as membership surveys, focus groups and feedback forums.
- Works with other Directors to conduct at least one new member recruitment campaign to encourage new members to join the ACCA.
- Ensures that ACCA continues to be marketed to lapsed members and unsigned prospects.

Events – Calgary and Edmonton (2 positions):

- Organizes a full schedule of topics and speakers for the year, as early as possible, in conjunction with other Directors.
- Oversees the activities of volunteer committees that plan, promote, deliver and evaluate at least 5 bi-monthly meetings/events to members (i.e., luncheons, seminars).
- Works with other Directors to ensure that events address the career, professional development and networking needs of members.

Sponsorship:

- Oversee committees that establish targets at the beginning of the year and then coordinate all advertising and corporate sponsorship on behalf of the Association.
- Works with other Directors to generate sponsorship opportunities and ensures sponsors receive appropriate recognition for their support.

Conference:

- Oversees the activities of volunteer committees that plan, promote and deliver the annual conference.
- Works with other Directors to ensure that the conference addresses the professional development, career, and networking needs of the members.
- Organizes a full schedule of topics and speakers for the conference, as early as possible in the year.

Communications:

- Works with other Directors to ensure that all member communication is timely, accurate and valuable, and that members are informed of issues and news pertinent to the association and to the industry via the newsletter, email and the website.
- Supervises the editorial design and advertising for Connections, the association's newsletter.
- Supervises the maintenance and upkeep of the ACCA website and enhance its development.