



Society for Technical Communication
Chicago Chapter

Officer and Committee Manager Handbook

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Introduction

The purpose of this document is to give officers, perspective officers, and committee managers an overview of the various positions with reasonable expectations of the roles.

This document is meant to serve as a guide for STC Chicago Administrative Council members, including all elected officers and the appointed committee managers. It is not intended to be all-inclusive as roles and responsibilities change with special circumstances, events, etc., but does represent the core responsibilities of each position and what STC Chicago expects from its officers and leadership.

This should be considered a “living document” and should expect to be updated regularly as we learn and grow from each program and election year.

Administrative Council Officers

Per Article VI, Section 1 of the STC Chicago Bylaws, the Administrative Council (AC) consists of the president, vice president, secretary, treasurer, and the immediate past president. All Administrative Council officers, except the immediate past president, are elected by the membership for one-year terms extending from the date of installation of officers as determined by the Administrative Council until the date of the next year's installation of officers. The Administrative Council may make an exception in the case of the treasurer, who is responsible for preparing the annual financial report to the STC treasurer (prepared after July 1).

All Administrative Council officers must be Chapter members in good standing.

The following pages describe the role, general responsibilities, meeting availability requirements, and a general timeline of deliverables and receivables for each of the elected Administrative Council officers.

President

The president exercises general supervision over the affairs of the Chapter, presides at meetings of the Chapter and the Administrative Council, appoints heads of Chapter committees subject to AC officer approval, and is an ex officio member of all Chapter committees.

As a leader of the Chapter, the president has the following goals:

- To represent and lead the Chapter
- To act as the administrator of the Chapter and voting member of the Chapter’s Administrative Council
- To work with the other members of the Administrative Council to complete activities and projects

Responsibilities

- Preside at Administrative Council and Chapter meetings
- Lead the other elected officers and committee managers, providing support to enable them to do their assigned duties.
- Appoint all Chapter committee managers, subject to Administrative Council approval. The president is an ex officio member of all Chapter committees. As such, the president should obtain some knowledge of each committee’s operations.
- Appoint a Tellers Committee, during the annual Chapter elections, consisting of the IPP, VP, and one other Chapter member in good standing.
- Maintain relationships with STC leaders and projects and ask for support as needed. Promote what the Chicago Chapter is doing to STC leaders and leaders of other professional organizations.
- Attend the STC Summit (annual conference) in May, including the Sunday Leadership Workshop, the Honors Banquet, and other STC business sessions or social events, representing the Chapter.
- Write the President’s Message for each issue of *Byline*.
- Work with the vice president on the Community Achievement Award application or the volunteer in charge of the application completion. Ensure that the form is submitted on time.
- Provide monthly activity updates to the Administrative Council.
- Assist with the nomination of members for Fellow, Associate Fellow, the Distinguished Chapter Service Award, Volunteer of the Year, and any other applicable Chapter-level recognition awards.
- Mingle with members and guests during the networking portion of Chapter, answering questions about STC and the Chicago Chapter and get to know the individuals.

Meeting Availability

- Attend as many of the Chapter functions for general membership as possible.
- The president shall attend all scheduled Administrative Council meetings. In the event of schedule conflict, the AC must be notified in advance and the vice president must be available to preside over the meeting.

Deliverables

Deliverables	Due Date	Recipient
Status report	Prior to monthly Administrative Council meetings	secretary, Admin Council
President’s Message articles	Per <i>Byline</i> Editorial Schedule	<i>Byline</i> editor
CCA application for award	End of January, or as noted on STC schedule	STC Office

Vice President

The STC Bylaws specify that the vice president automatically progresses to president, and then to immediate past president. Each of these offices has a one-year term, so the person who becomes vice president is committing to a total of three years of service. The vice president assumes the duties of the president in the absence or incapacity of the president. The vice president performs such other duties as the president or AC may assign. These duties include the recruitment of committee manager candidates for review by the Administrative Council, with the intent of all committee manager positions being filled by presidential appointment for the next term of office before the completion of the vice president's term of office.

As a leader of the Chapter, the vice president has the following goals:

- To represent and lead the Chapter
- To act as a voting member of the Chapter's Administrative Council
- To work with the other officers on the Administrative Council to complete activities and projects

Responsibilities

- Assume the duties of the president in the absence or incapacity of the president and presides at Administrative Council meetings in the president's absence.
- Maintain weekly (or more frequent, as needed) communication with the president to assist in leading the community.
- Manage a specific Chapter committee or project. Work with the president to determine the project or committee.
- Work with the president to select the recipient(s) of the DCSA, President's Award, Volunteer of the Year Award, and any other applicable Chapter-level recognition awards.
- Mingle with members and guests during the networking portion of Chapter meetings, answering questions about STC and the Chicago Chapter and get to know the individuals.
- Begin planning your year as president, if applicable, after elections are held:
 - Suggest possible committee managers and volunteers for other positions. Help recruit committee managers
 - Make suggestions as to possible programs and activities
 - Begin developing a project plan for the activities you want to accomplish during the next year
- Attend the STC Summit (annual conference), including Leadership Day to learn more about STC and its communities, meet the STC leaders, and find out about services available to communities. Encourage your incoming officers and committee managers to attend sessions on Chapter leadership, competitions, membership, and newsletters.

Meeting Availability

- Attend a majority of the Chapter functions for general membership.
- The vice president shall attend all scheduled Administrative Council meetings. In the event of the absence of the president, the vice president must be available to preside over the meeting.

Deliverables

Deliverables	Due Date	Recipient
Status report	Prior to monthly Administrative Council meetings	secretary, Admin Council
<i>Byline</i> articles, as needed	Per <i>Byline</i> Editorial Schedule	<i>Byline</i> editor

Immediate Past President

The immediate past president attends all Council meetings, advises the Council as required, and performs such other duties as the president may assign.

As a leader of the Chapter, the immediate past president (IPP) has the following goals:

- To work with the president and Administrative Council to lend his or her experience in the successful running of the Chapter
- To act as a voting member of the Chapter's Administrative Council

Responsibilities

- Advise the president from your experience and knowledge as needed. For example, information on activities (with dates) the president is responsible for, on candidates for Associate Fellow and Distinguished Chapter Service Awards, etc.
- Mingle with members and guests during the networking portion of Chapter meetings, answering questions about STC and the Chicago Chapter and get to know the individuals.
- Manage a specific Chapter committee or project. Work with the president to determine the project or committee.

Meeting Availability

- As many regular program meetings as possible
- All Administrative Council meetings

Deliverables

Deliverables	Due Date	Receiver
Status report	Prior to monthly Administrative Council meetings	Secretary, Administrative council

Treasurer

The treasurer supervises the Chapter's fiscal affairs by preparing an annual budget and financial report for submittal to the Society's treasurer, fulfilling any other financial requirements of the Society's Board of Directors, maintaining books and financial records so they can be inspected at any time, and authorizing disbursements. The treasurer also prepares tax documents that may be required from the Chapter when requested by the Society.

As a leader of the Chapter, the treasurer has the following goals:

- To plan and manage the Chapter's financial records by working with the:
 - Chapter bank accounts
 - vendor billing
 - tax exempt status (STC is recognized by both the State of Illinois and the U.S. Internal Revenue Service as a tax-exempt, nonprofit organization)
 - budgets, income and expense reports
 - filing tax forms (with help of the STC office)
 - payment of speakers
 - reimbursement to Chapter officers and members, as applicable
- To act as a voting member of the Chapter's Administrative Council

Responsibilities

- Manage the Chapter's financial records and accounts.
- Keep the signature cards for the checking account up-to-date.
- Maintain a list of expense and income categories that can be used by all committees for preparing budgets and submitting income and expenses for deposit and payment.
- Pay deposits for monthly program meetings, annual banquet and other Chapter events, as requested.
- Pick up any money collected at Chapter meetings and other events, as applicable, and deposit the funds. Where applicable, bring the Chapter checkbook or Chapter credit card for venue payment.
- Prepare a budget of expenses and income.
- Mingle with members and guests during the networking portion of Chapter meetings, answering questions about STC and the Chicago Chapter and get to know the individuals.

Meeting Availability

- As many regular program meetings as possible, including all where venue payment is to be made
- All Administrative Council meetings

Deliverables

Deliverables	Due Date	Recipient
Status report	Prior to monthly Administrative Council meetings	Secretary, Administrative Council
Budget request for upcoming calendar year	Fall of current calendar year	Society treasurer
Monthly financial report of actual income and expenses	Monthly AC meeting	Administrative Council
Financial reports and IRS forms	No later than May 15	Society treasurer
Change bank signature cards	by July 1 st	Banks
Last year's budgeted and actual income and expense reports	Leadership Transition meeting	Incoming Admin Council members and committee managers

Secretary

The secretary keeps minutes of all Administrative Council meetings and distributes these in accordance with set procedures, conducts official correspondence, maintains Chapter records (including copies of Chapter membership records provided by the Society) so they are available at any time to the president or the Council, and performs such other duties as the president or Council may assign.

As a leader of the Chapter, the secretary has the following goals:

- Maintain documents that the Administrative Council uses, including:
 - Admin Council meeting agenda (prepared from Monthly Committee Manager Reports)
 - Admin Council meeting minutes
- To act as the administrator of the Chapter and voting member of the Chapter's Administrative Council

Responsibilities

- Before each AC meeting, prepare an agenda from the Monthly Committee Manager Reports. Distribute to the full AC a minimum of 24 hours prior to the meeting to provide ample time for review. Note: Agendas can go out without all committee reports, but at a minimum it must contain all officer reports.
- Send the minutes of each AC meeting out for review within five days after the meeting.
- If there are any changes or corrections to published minutes, prepare an update and resend for review prior as soon as possible after changes are received.
- Mingle with members and guests during the networking portion of Chapter meetings, answering questions about STC and the Chicago Chapter and get to know the individuals.
- Send the Society office the list of officers and Administrative Council members for the coming year. Make sure the STC office has the correct individuals for president, vice president, treasurer, secretary, Newsletter Editor, and Membership manager.
- Maintains a list of the current members of the Chapter and is responsible for providing member contact information to the Administrative Council and other committees as needed.

Meeting Availability

- Attend as many regular program meetings as possible
- All Administrative Council meetings. If you cannot attend an Admin Council meeting, notify the president and make arrangements for someone to record the minutes.

Deliverables

Deliverables	Due Date	Recipient
Reminder email to AC requesting monthly reports	Approximately one week prior to the meeting	Administrative Council
Monthly AC meeting agenda	Minimum of 24 hours prior to the meeting	Administrative Council
Monthly AC meeting minutes	Within five days after AC meeting	Administrative Council
STC Chicago officer list	Within two weeks of annual election results	STC Office

Committees

Committee managers are appointed by the Chapter president, subject to voting Administrative Council approval. However, if for any reason the Chapter president wishes to remove a committee manager, he or she may do so without need for an officer vote or any further action.

The president is an ex officio member of all Chapter committees.

Per Article VII, Section 2, of the STC Chicago Bylaws, committees are established at the request of the president or the Administrative Council to support Chapter activities. The normal procedure is for the president to appoint a committee manager and then to appeal to the membership to fill the committee. All committee members must be Chapter members in good standing.

Per Article VII, Section 3, of the STC Chicago Bylaws, the committee manager is responsible for managing the activities of a committee and may appoint the committee's members. The manager must report the committee's activities to the Administrative Council directly or through one of the officers. A committee manager serves until a successor is appointed and is responsible for orderly transition of duties and transfer of committee records to successors.

The established committees help the Administrative Council fulfill its responsibilities to the membership. Committee managers and members must be STC members. The committees listed here may occasionally be inactive, and additional committees may be created at the discretion of the Chapter president, with the approval of the Administrative Council, as needed to serve the Chapter and its members.

The committees listed in this handbook is current as of the date it was last updated and approved.

Alliance Liaison

The Alliance Liaison is active throughout the Chapter program year and consists of a manager, with no committee necessary.

Responsibilities

- To represent STC Chicago when interacting with other groups in the Alliance
- To keep the Administrative Council abreast of any joint activities or opportunities with other members of the Alliance

Deliverables

Deliverables	Due Date	Recipient
Status report	Prior to monthly Administrative Council meetings	Secretary, AC

Bylaws Review

The Bylaws Review committee is inactive much of the program year. The committee consists of a manager and, optionally, several senior members.

The Bylaws committee advises the Administrative Council of provisions of the Bylaws and proposes changes to the Administrative Council. The committee is responsible for reviewing the Chapter Bylaws once every two years to determine if the Bylaws are still in agreement with the Society's governing documents and still reflect Chapter practice.

Responsibilities

- Review of the Bylaws and a general membership vote of any changes is required every two years (changes stemming from bylaws reviews are to be voted upon and implemented in the Spring of even numbered years).
- Review the Bylaws and propose changes or updates based on changes at the society level or the Chapter level. Ask AC for any suggestions as well.
- Submit the proposed changes to the Administrative Council for approval.
- Once approved by the Administrative Council, present the proposed Bylaws to the membership for a vote.
- Present the final, approved bylaws to the Webmaster for inclusion on the Chapter website and to the Chapter Historian for archival purposes.

Deliverables

Deliverables	Due Date	Recipient
Status Report	Prior to monthly AC meetings	Secretary, AC
Markup of current bylaws with suggested changes or updates marked	Every two years, to be completed in the Spring of even numbered years, or as necessary	Administrative Council
Updated bylaws, approved by the Administrative Council	open	Membership
Final, approved Bylaws	Within one week after the conclusion of the membership vote	Webmaster and Historian

Byline (eNewsletter)

The newsletter committee is responsible for producing an online eNewsletter titled *Byline*. The committee consists of a manager (editor) and one or more members, although any STC member may submit articles, as appropriate.

The newsletter should inform members about Society and Chapter activities. A primary goal for this committee is to implement sound technical communication skills to present a newsletter that properly represents and informs the Chapter.

Responsibilities

- Produce a bi-monthly online eNewsletter that presents the Chapter in a professional manner.
- Solicit articles from Chapter officers and members. Collect articles from Chapter officers, the Programs manager, and other committee managers and members, as appropriate.
- Provide clean copy-editing for all articles submitted.

Deliverables

Deliverables	Due Date	Recipient
Status Report	Prior to monthly AC meetings	Secretary, AC
eNewsletter file (.pdf or other agreed-upon format)	Prior to the 1 st day of each publication month (Aug., Oct., Dec., Feb., April, and June)	Webmaster

Competition

The competition committee conducts the annual Chapter-level Technical Communication Competition and works with the Program Manager to organize the awards portion of the annual Chapter Recognition and Awards Banquet.

Judges' Manager Responsibilities

- Solicit, train, and mentor judges for the annual competition.
- Conduct a training session for new and returning judges.
- Assign judging teams and work with the Entries and Awards Manager to assign entries to teams.
- Conduct and oversee Consensus Judging.
- Help with the planning and organization of the annual Chapter Recognition and Awards Banquet.

Entries and Awards Manager Responsibilities

- Solicit membership and past entrants for competition entries.
- Collect, log, and sort entries (including all paperwork and entry fees).
- Work with the Judges' Manager to assign entries to teams.
- Secure an awards vendor. Work with the current Administrative Council and treasurer for approval of all budget items.
- Provide entrants with award proof and secure approvals and orders before awards are printed/created.
- Coordinate with vendor to ensure all awards are printed/created properly and in a timely manner. Bring awards to the annual banquet and ship awards to entrants not in attendance.

Deliverables

Deliverables	Due Date	Recipient
Status Report	Prior to monthly AC meetings	Secretary, AC

In addition to the monthly status report to the Administrative Council, there are a number of deliverables during the competition timeline for both co-managers. This list is handed down from the previous year's competition co-managers.

eLearning Showcase

The eLearning Showcase committee is technically active throughout the Chapter program year but is truly active only during planning and execution of the annual event. It consists of a manager and one or more member volunteers.

Responsibilities

- Represent STC Chicago in the planning and decision-making for the annual showcase.
- Solicit and secure volunteers to work at the STC Chicago table at the event.

Deliverables

Deliverables	Due Date	Recipient
Status report	Prior to monthly Administrative Council meetings	Secretary, AC
Articles advertising the annual showcase and/or soliciting for volunteers	Per <i>Byline</i> Editorial Schedule	<i>Byline</i> editor

Historian

The Chapter Historian is not a committee, but instead is one of our original Chapter members, Bill Leavitt.

Responsibilities

- Keep archives of records such as historical lists of officers and committee managers, awards, etc.

Deliverables

There are no regular deliverables for this role.

Membership

The Membership committee consists of a manager and one or more volunteer members. The Membership committee coordinates membership drives, welcomes new members, and is available to new and existing members to answer questions about membership benefits.

The membership committee actively seeks to increase the membership of the Chapter.

Responsibilities

- Plan and conduct an annual membership drive and contests to increase membership and to entice inactive members to participate. Coordinate this effort with the Society’s annual Renewal Challenge, as appropriate.
- Write brief articles for *Byline* advertising the membership drive and then summarizing the results after its completion.
- Provide new members with a welcome letter from the Chapter with an explanation of membership benefits.
- Answer inquiries from non-members about the Chapter and STC.

Deliverables

Deliverables	Due Date	Recipient
Status Report	Prior to monthly AC meetings	Secretary, AC
Plan for annual membership drive for AC input and approval	December AC meeting	Administrative Council
Article for <i>Byline</i> to announce membership drive kickoff	Per <i>Byline</i> schedule	<i>Byline</i> editor

Mentoring

The Mentoring committee is active throughout the Chapter program year and consists of a manager and one or more member volunteers. It maintains the Get Real! Interview program.

Responsibilities

- Handle all interview inquiries, matching up interview requestors with volunteers.
- Write an occasional article for *Byline* advertising the interview program.
- Respond to any new member, student, or prospective member inquiries.

Deliverables

Deliverables	Due Date	Recipient
Status report	Prior to monthly Administrative Council meetings	Secretary, AC
Advertising articles, as needed	Per <i>Byline</i> Editorial Schedule	<i>Byline</i> editor

Nominating

The nominating committee consists of the current vice president, the immediate past president, and at least one current or former Chapter officer (other than the current president) who is appointed by the president with approval by a majority vote of the Administrative Council. The president appoints the committee manager in accordance with Article VII of these Bylaws. The committee is responsible for selecting candidates for any officer positions that may be open at the completion of any current officer’s term of office and for verifying that all candidates for officer positions are Chapter members in good standing before preparing the ballot.

Responsibilities

- Consult with the president, Chapter officers, and the membership to nominate officers for the next year. This includes: Vice president, secretary, treasurer, and Nominating committee.
- Explain to each nominee the responsibilities of the office and confirm willingness to run for office. Obtain election statement from nominee for ballot.
- Create the ballot for the election and give to the Web manager to post on the Web site and Survey Monkey by the first week of April.
- Obtain a current membership list from the secretary. Use this list to verify that the ballots have been completed by members only.
- During the election, count the proxies and ballots with the tellers.
- After the election, give the Newsletter Editor the slate of incoming officers in time for publication in the June newsletter.

Deliverables

Deliverable	Due Date	Recipient
Status report	Prior to monthly AC meeting	Secretary, AC
Slate of candidates	Prior to March AC meeting	president, vice president
Candidate information	April newsletter submission deadline	<i>Byline</i> editor, Web manager
Regular ballots	First week of April, via Web site / Survey Monkey	Webmaster (to post for membership)
Incoming officer information	June newsletter submission deadline	<i>Byline</i> editor

Programs

The Programs Committee coordinates the STC Chicago monthly Chapter meetings. The committee consists of a manager and one or more volunteer members.

The program committee schedules and plans meetings that appeal to all members and will help them widen their knowledge of the field and their resource networks. Per Chapter Bylaws, and in compliance with Society Bylaws, a Chapter business meeting must be held annually. STC Chicago traditionally holds that meeting in June. Other Chapter activities such as the annual awards banquet may replace selected monthly meetings.

Responsibilities

- By the August AC meeting, have the preliminary program schedule for program year. You do not have to have every speaker arranged, but you should have every topic arranged.
- Prepare a budget of expenses and income.
- Arrange for speakers for each program. Obtain detailed program and biographical information from the speaker. Write a meeting announcement and provide to the *Byline* editor and to the person responsible for Constant Contact email notifications.
- Before each meeting, help the speaker set up equipment, introduce the speaker to the president and others, and place a program feedback form on each attendee's chair.
- Prepare and bring a topic-appropriate feedback form and name tags for registered attendees. After the meeting, collect the feedback forms and analyze the data and present to AC.
- Depending on meeting plans, obtain refreshments, or work with venue on menu.
- Attend Administrative Council meetings whenever the agenda includes topics relating to your committee.

Deliverables

Deliverables	Due Date	Recipient
Status Report	Prior to monthly AC meetings	Secretary, AC
Preliminary plan for the program year	August Administrative Council meeting	Administrative Council
Program summary articles for <i>Byline</i>	1 week following each program meeting	<i>Byline</i> editor

Scholarships

The scholarships committee works together with local faculty members to award financial support to students who wish to continue their education in the field of technical communication.

Responsibilities

- Work with local university and college faculty to solicit entrants for scholarships.
- Work with local high school faculty to solicit entrants for scholarships.
- Review all applications for scholarships and recommend scholarship winners to the current Administrative Council.
- Work with the current treasurer to ensure the scholarship is delivered to the recipient's school.

Deliverables

Deliverables	Due Date	Recipient
Status Report	Prior to monthly AC meetings, as applicable	Secretary, AC
Recommendation for scholarship(s)	As applicable for a May delivery	Administrative Council

Social Media

The Social Media committee is active throughout the Chapter program year and consists of a manager and one or more member volunteers.

Responsibilities

- Post to Facebook, Twitter, and LinkedIn via the STC Chicago accounts, all current information about STC Chicago events.
- Re-post to Facebook, Twitter, and LinkedIn via the STC Chicago accounts, Society posts and events.

Deliverables

Deliverables	Due Date	Recipient
Status report	Prior to monthly Administrative Council meetings	Secretary, AC

Sponsorship

The Sponsorship committee is active throughout the Chapter program year and consists of a manager and one or more member volunteers.

Responsibilities

- Secure sponsors for program meetings and annual Chapter Recognition and Awards Banquet.

Deliverables

Deliverables	Due Date	Recipient
Status report	Prior to monthly Administrative Council meetings	Secretary, AC

Tellers

The tellers committee consists of the current IPP, VP, and one other member appointed by the president. The tellers committee determines the validity of the votes received, counts the votes, and announces the results (including vote totals) to the Administrative Council. Votes received from Chapter members in good standing, as identified in Chapter membership records before the start of the election, are considered valid. No person appearing on the ballot as a nominee shall serve on the tellers committee for that election. Members of the nominating committee may serve on the tellers committee as long as they are not on the ballot.

Responsibilities

- The tellers committee counts and records the vote for the annual election.
 - Candidates are elected by a plurality of votes cast.
 - Tie votes are resolved by a majority vote of the current Administrative Council.
 - If an unopposed candidate receives positive votes from less than two-thirds of the valid votes cast, the office is declared vacant. The current Administrative Council may choose to fill the office by special election or by a majority vote of the current Administrative Council.
- The manager of the tellers committee notifies the president and the candidates of the election results and vote totals. The president then notifies the membership of the results.
- The tellers committee counts and records the vote for all special voting issues.

Deliverables

Deliverable	Due Date	Recipient
Tally vote results	Within two days of the close of the election	president and nominees

Webmaster

The Webmaster is responsible for the production and maintenance of the Chapter's website.

Responsibilities

- Keep the site updated with the most current information, making sure to delete or archive old articles and publications as necessary.
- Ensure that the current president, vice president, IPP, and Marketing Manager have the required admin access to help maintain the site.

Deliverables

Deliverables	Due Date	Recipient
Status Report	Prior to monthly AC meetings	Secretary, AC
Updated content on website	In a manner timely to events, as applicable	n/a