**Referrals Club Standard Operating Procedures**

*(Adopted July 13, 2004; Amended September 16, 2004; November 14, 2007; December 11, 2012; June 19, 2014; August 3, 2015; July 10, 2018; December 18, 2018; Revised December 1, 2021; December 12, 2023; February 6, 2025)*

**1. Standard Operating Procedures**

The Referrals Club shall establish and maintain a set of Standard Operating Procedures (SOPs) to govern its routine operations. These procedures must be approved by a majority vote of the Board of Directors. Any member in good standing may submit recommendations for modifications in writing to the Board. Such recommendations will be placed on the agenda for the next scheduled Board meeting, where the submitting member must be present to provide clarification or answer questions.

**2. Club Meetings**

The Referrals Club shall hold weekly meetings at **Makai Cafe**, beginning at **6:45 AM and concluding promptly at 8:00 AM**. Changes to the meeting time or location shall be determined by the Board of Directors.

Each meeting shall include designated roles for club members, including **Greeter, Show Boater, and Speaker**. The Show Boater is responsible for securing at least **$25.00 in referral bucks** to be given away during the 50/50 drawing.

Concerns or complaints shall not be addressed during regular meetings but should instead be referred to the Board of Directors. Additionally, members are required to wear badges at all weekly meetings. Any advertising program or publication intended for public distribution must receive Board approval.

Regular meetings will not be held during **Thanksgiving, Christmas, and New Year’s weeks**. The meeting will be conducted by the **President** or, in their absence, the **Vice President**, following an established agenda.

**3. Board Meetings**

The Board shall convene **monthly** to review club operations at a location determined by the Board and announced in advance. The **President** shall preside over these meetings, following a set agenda. Board members, committee members, or general members may submit written requests to have items added to the agenda.

Board meetings shall start at **7:00 AM and conclude promptly at 8:00 AM**.

**4. Annual Meeting**

The Referrals Club shall hold its **Annual Meeting** during the first week of **December**.

**5. Installation Banquet**

A special **Installation Banquet** shall be held after the first Thursday in December to install newly elected officers. During this event, the incoming President shall introduce newly appointed committee chairpersons.

**6. Fines**

Members may be fined for violating club rules. Fines are determined by a **game of chance**, where the amount ranges from **$0.00 to $4.00**. If a member draws **$0.00**, they must replay. If they receive **$0.00** twice in a row, no fine is due. However, if they receive a dollar amount, they must pay **double** the stated value.

**Violations Subject to Fines:**

* Not wearing a **membership badge**
* Not bringing a **card caddy**
* Arriving **late** to a meeting
* Missing a **members’ card**
* Failing to identify the **secret hand shaker**
* **Missing** the previous meeting
* Appearing in a **newspaper photo** (without advertising)
* Allowing a **cell phone** to ring or taking a call during the meeting
* Leaving a **weekly meeting early**
* Failing to provide a **referral**

**Standing Fines:**

* Members who **fail to show** for their scheduled role as **Greeter, Show Boater, or Speaker** shall be fined **$25.00**. Exceptions can only be granted by the Board.
* Members who **miss a monthly mixer** must visit new members within **30 days** or pay **$15.00 per missed business visit**. A sign-in sheet will be left at the new business and submitted after 30 days.
* To make up for excessive absences, members may attend a **Board meeting**, which counts as one make-up meeting.

**7. New Members**

New members have **90 days** to visit all existing club members and obtain signatures on a club-provided brochure. Home-based businesses may choose to provide a brief description instead of an in-person visit. The completed brochure must be submitted within the 90-day period.

**8. Committees**

The Board of Directors shall determine the **number and purpose** of both **special and standing committees** to ensure the club’s success. The President is responsible for appointing qualified members as committee chairpersons.

**Committee Expectations:**

All members who have been in the club for more than one year are expected to serve on at least one committee. Job descriptions of each committee & volunteer position shall be determined by the Board of Directors. Each committee & volunteer position shall receive a copy of their job descriptions at the time of election.

**Standing Committees:**

* 1. **Nominating Committee**
  2. **Ethics Committee**
  3. **Social Committee**
  4. **Membership Committee**
  5. **Attendance Committee**
  6. **Fundraising Committee**
  7. **Inspector Committee**
  8. **Sunshine Committee**
  9. **Program Committee**
  10. **Facebook & Website Committee**
  11. **Referral Master**
  12. **Parliamentarian**
  13. **Historian**

**Volunteer Positions:**

1. **Roving Reporter**
2. **Sergeant at Arms**

**Job Description:**

**Nominating Committee Member**

**Overview:**

The Nominating Committee plays a crucial role in ensuring the leadership and continued success of the Referrals Club of Lake Havasu City by identifying, evaluating, and recommending qualified candidates for club leadership positions.

**Key Responsibilities:**

* Identify Potential Leaders: Seek out and encourage qualified members to apply for leadership positions within the club.
* Evaluate Candidates: Review nominations, assess candidates’ qualifications, and ensure they align with the club’s mission and goals.
* Interview & Vet Nominees: Conduct interviews (if necessary) to determine candidates’ commitment and ability to fulfill leadership roles.
* Facilitate the Nomination Process: Oversee the process of nominating and voting for club leadership positions, ensuring fairness and transparency.
* Communicate with Members: Keep club members informed about the nomination process, deadlines, and expectations for leadership roles.
* Collaborate with Leadership: Work with the club’s current leadership team to understand future needs and recommend candidates accordingly.
* Uphold Integrity & Confidentiality: Maintain a fair and unbiased approach while handling nominations and ensure confidentiality throughout the selection process.

**Job Description:**

**Ethics Committee Member**

**Referrals Club of Lake Havasu City**

**Purpose:**  
The Ethics Committee is a key component of the Referrals Club, tasked with upholding the integrity and professionalism of the organization. Members of this committee are responsible for ensuring compliance with the Club’s bylaws, mediating grievances, and fostering a culture of ethical behavior and mutual respect among members.

**Responsibilities:**

1. **Bylaws Compliance:**
   * Ensure all members adhere to the Club's bylaws and ethical standards.
2. **Grievance Mediation:**
   * Act as a neutral party to mediate disputes or grievances brought forward by members.
   * Facilitate open and constructive dialogue between parties to encourage resolution.
   * Provide impartial recommendations to resolve conflicts in alignment with Club policies and ethical standards.
3. **Arbitration and Reporting:**
   * Serve as an arbitrator when conflicts cannot be resolved through mediation.
   * Document the proceedings and outcomes of all hearings or mediations.
   * Submit a formal report with findings and recommendations to the Board of Directors for further action if necessary.
4. **Education and Advocacy:**
   * Promote awareness of the Club’s ethical guidelines among members.
   * Offer resources or training to help members better understand and uphold ethical practices within the Club.
5. **Confidentiality:**
   * Handle all matters with the highest degree of confidentiality and professionalism.
   * Ensure sensitive information is protected and shared only with authorized individuals, such as the Board of Directors.
6. **Collaboration:**
   * Work closely with the Board of Directors to address concerns or challenges related to member conduct.
   * Serve as a resource for the Club, providing guidance on ethical decision-making when needed.

**Time Commitment:**

* Attend scheduled weekly Club meetings and monthly Board meetings.
* Be available to mediate disputes or grievances as they arise.
* Participate in periodic reviews of the bylaws and ethical guidelines.

**Accountability:**  
The Ethics Committee is accountable to the Board of Directors. All findings and recommendations are submitted to the Board for review and final decision-making.

**Committee Composition:**

* The Ethics Committee shall consist of one or two active members, as determined by the needs of the President.

**Job Description:**

**Social Committee Member**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Social Committee is responsible for fostering camaraderie and strengthening connections among members of the Referrals Club and their spouses by organizing and promoting engaging social activities. Working under the direction of the Board of Directors, the committee ensures that events align with the Club’s mission and values, creating opportunities for meaningful interactions outside of regular meetings.

**Responsibilities:**

1. **Event Planning and Coordination:**
   * Plan and organize social activities for members and their spouses, ensuring events cater to a variety of interests and schedules.
   * Develop a calendar of events, including but not limited to networking mixers, seasonal celebrations, and family-friendly gatherings.
   * Collaborate with vendors, venues, and service providers to coordinate event logistics.
2. **Member Engagement:**
   * Promote social activities to members through email, Club meetings, and other communication channels.
   * Gather feedback from members to identify preferences and improve future events.
   * Encourage participation by fostering a welcoming and inclusive atmosphere.
3. **Budget Management:**
   * Work within the budget allocated by the Board of Directors for social events.
   * Provide cost estimates and maintain records of expenses for each event.
4. **Collaboration with the Board of Directors:**
   * Present event proposals to the Board for approval, ensuring activities align with Club goals and values.
   * Report event outcomes, including attendance and feedback, to the Board.
   * Adapt plans based on Board directives or feedback.
5. **Communication and Promotion:**
   * Develop creative and engaging ways to promote events to members, such as through flyers, emails, or announcements at meetings.
   * Use newsletters, or other platforms (if applicable) to increase visibility and excitement around events.
   * Communicate with Program, Facebook/Website Committees to post and promote events.
6. **Volunteer Coordination:**
   * Recruit and oversee volunteers to assist with event planning, setup, and execution.
   * Provide clear instructions and support to ensure the success of each event.

**Time Commitment:**

* Attend all scheduled Social Committee meetings.
* Dedicate time to plan, promote, and oversee Club events as needed.
* Provide event updates and reports to the Board of Directors regularly.

**Accountability:**  
The Social Committee is accountable to the Board of Directors and operates under their direction. Event plans and budgets must receive Board approval before implementation.

**Committee Composition:**

* The Social Committee shall consist of one or more active members as determined by the President.

**Job Description:**

**Membership Committee Member**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Membership Committee is responsible for managing and enhancing the membership of the Referrals Club by overseeing the recruitment, onboarding, and retention of members. The committee ensures that membership classifications are clearly defined, resolves potential conflicts of interest, and supports new and existing members to foster long-term engagement and growth within the Club.

**Responsibilities:**

1. **Membership Recruitment:**
   * Develop and implement strategies to increase membership in the Club.
   * Identify and engage potential members, ensuring they meet the Club’s criteria for classification.
   * Promote the benefits of Club membership to prospective members.
2. **Application Process:**
   * Provide prospective members and their referring members with an application and information packet about the Referrals Club.
   * Ensure timely follow-up with prospective members regarding their applications.
   * Address questions or concerns about membership requirements or processes.
3. **Classification Management:**
   * Interpret and maintain clear guidelines for member classifications to avoid overlaps or conflicts of interest.
   * Inform the Board of Directors promptly about any potential classification conflicts or issues.
4. **New Member Onboarding:**
   * Oversee the onboarding process for new members, ensuring they are welcomed and integrated into the Club.
   * Track new members’ progress, including their visits to existing businesses, within the 90-day onboarding period.
   * Provide guidance to new members on best practices for participation and engagement.
   * Provide new members with a 30 Day Sign-in Sheet and a 90 Day Visit Sheet
5. **Membership Maintenance:**
   * Regularly update and maintain the Club’s membership list, ensuring accuracy and accessibility for all members.
   * Send updated membership lists to all members via email as changes occur.
   * Ensure the Club’s brochure, including the list of members, is updated and printed as needed.
6. **Member Retention:**
   * Monitor member satisfaction and address concerns to improve retention.
   * Develop programs or initiatives to maintain member engagement and participation.
7. **Collaboration with the Board of Directors:**
   * Report on membership trends, recruitment efforts, and conflicts of interest to the Board.
   * Collaborate with the Board to develop policies and initiatives that support Club growth.
8. **Communication and Outreach:**
   * Maintain clear and consistent communication with members regarding membership updates, events, and requirements.
   * Ensure Program Committee, Facebook/Website Committee receives new memberships as well as resigned members, to allow for membership integration and updates.

**Time Commitment:**

* Attend scheduled weekly Club and monthly Board meetings.
* Dedicate time to manage recruitment, onboarding, and retention activities as needed.
* Provide regular updates and reports to the Board of Directors.

**Accountability:**  
The Membership Committee is accountable to the Board of Directors and operates under their guidance. All decisions regarding membership classifications, recruitment strategies, and onboarding processes must align with the Club’s bylaws and policies.

**Committee Composition:**

* The Membership Committee shall consist of one or more active members as determined by the President.

**Job Description:**

**Attendance Committee Member**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Attendance Committee plays a vital role in supporting the Referrals Club by promoting full attendance at meetings and maintaining accurate attendance records. By monitoring participation and addressing unsatisfactory attendance, the committee helps ensure member engagement and accountability, which are essential to the Club’s success.

**Responsibilities:**

1. **Attendance Monitoring:**
   * Maintain detailed and accurate records of members’ attendance at all regular Club meetings.
   * Use an organized system to track attendance and identify patterns of absences.
   * Ensure that attendance records are up-to-date and readily available for review by the Board of Directors.
2. **Promoting Attendance:**
   * Develop strategies to encourage full attendance at Club meetings.
3. **Unsatisfactory Attendance:**
   * Identify members with unsatisfactory attendance, based on the Club’s defined attendance policies.
   * Address attendance issues with the Board of Directors.
   * Provide the Board of Directors with a detailed report on unsatisfactory attendance at the monthly Board meeting, including recommendations for addressing persistent absences.
4. **Communication:**
   * Collaborate with the Secretary Committee to address attendance concerns as part of member retention efforts.
5. **Collaboration with the Board of Directors:**
   * Report attendance trends and patterns to the Board at monthly meetings.
   * Propose recommendations or solutions for improving overall attendance and engagement.
6. **Record Management:**
   * Ensure that attendance records are maintained securely and confidentially.
   * Provide access to attendance records for authorized Club officials as needed.

**Time Commitment:**

* Attend all regular Club meetings to monitor attendance.
* Participate in monthly Board meetings as scheduled.
* Prepare and present monthly attendance reports to the Board of Directors.

**Accountability:**  
The Attendance Committee is accountable to the Board of Directors. Attendance policies and any actions taken regarding unsatisfactory attendance must align with the Club’s bylaws and standards.

**Committee Composition:**

* The Attendance Committee shall consist of one or more active members as determined by the President.Bottom of Form

**Job Description:**

**Fundraising Committee Member**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Fundraising Committee is responsible for organizing and managing fundraising activities to support the Referrals Club's initiatives and goals. By coordinating events such as selling 50/50 tickets, raffle tickets, and Queen of Hearts entries, the committee ensures that the Club generates the necessary funds to maintain and enhance its operations.

**Responsibilities:**

1. **Fundraising Activities:**
   * Organize and manage the sale of 50/50 tickets, raffle tickets, and Queen of Hearts entries during Club meetings and events.
   * Set up and oversee the logistics of each fundraising activity to ensure a smooth and efficient process.
   * Ensure proper collection, handling, and recording of funds raised.
2. **Event Planning:**
   * Promote fundraising activities to members and encourage participation.
3. **Financial Accountability:**
   * Ensure all funds are securely handled and promptly submitted to the Treasurer.
4. **Member Engagement:**
   * Motivate and engage Club members to participate in and support fundraising efforts.
   * Communicate the purpose and impact of fundraising activities to members to build enthusiasm and commitment.
5. **Compliance:**
   * Ensure all fundraising activities comply with relevant laws and Club bylaws.
6. **Prize and Incentive Management:**

**Time Commitment:**

* Attend monthly Board meetings, and all regular weekly Club meetings to manage fundraising activities.
* Dedicate additional time as needed to plan and promote fundraising efforts.

**Accountability:**  
The Fundraising Committee is accountable to the Board of Directors. All fundraising plans, financial records, and activities must align with the Club’s goals, bylaws, and ethical standards.

**Committee Composition:**

* The Fundraising Committee shall consist of one or more active members as determined by the President.

**Job Description:**

**Inspector Committee Member**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Inspector Committee is tasked with verifying the compliance of prospective members with all relevant Federal, State, and City license requirements and ensuring their businesses meet the standards of the Referrals Club. The committee plays a critical role in maintaining the integrity and professionalism of the Club by upholding membership qualifications and providing essential information to new members.

**Responsibilities:**

1. **Inspections:**
   * Conduct in-person inspections of the physical locations of all prospective members’ businesses to verify compliance with Federal, State, and City licensing requirements.
   * Document findings from inspections and ensure all necessary documentation is reviewed and verified.
2. **Prospective Member Orientation:**
   * Provide each prospective member with a copy of the Referrals Club bylaws and a current listing of all members.
   * Educate prospective members about Club policies, expectations, and membership benefits.
3. **Compliance Verification:**
   * Identify and report any discrepancies or issues discovered during inspections to the Board of Directors.
4. **Record Keeping:**
   * Insure Membership Committee obtains records of inspections, including documentation of licenses, inspection dates, and findings.
   * Conduct annual compliance updates of all Federal, State, and City licensing requirements for all current members January 1st - February 1st .
5. **Collaboration with the Board of Directors:**
   * Provide detailed reports of inspection outcomes to the Board for approval of prospective members.
   * Work with the Board to address any compliance concerns or issues identified during inspections.
6. **Member Support:**
   * Serve as a resource for members by answering questions about compliance requirements and providing guidance on maintaining proper licensing.
   * Assist new members in understanding and adhering to the Club’s bylaws and expectations.

**Time Commitment:**

* Dedicate time to inspect the physical locations of prospective members as needed before the 3rd consecutive meeting, prior to member voting.
* Attend weekly Club meetings, and monthly Board meetings and provide updates on inspections.
* Report findings to the Board of Directors in a timely manner.

**Accountability:**  
The Inspector Committee is accountable to the Board of Directors. All inspections and compliance reviews must align with the Club’s bylaws and policies, and all findings must be reported accurately and objectively.

**Committee Composition:**

* The Inspector Committee shall consist of a Chairperson and, if needed, additional members as determined by the President.

**Job Description:**

**Sunshine Committee Member**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Sunshine Committee serves as the heart of the Referrals Club by fostering goodwill and support among members. This committee is responsible for recognizing and responding to significant life events in members' lives with gestures of care, such as sending flowers or cards for occasions like illness, sympathy, encouragement, or celebration.

**Responsibilities:**

1. **Acknowledging Life Events:**
   * Monitor and stay informed about significant events in the lives of Club members, such as illnesses, bereavements, achievements, and milestones.
   * Respond promptly to events with appropriate gestures, including sending get-well cards, sympathy cards, congratulatory messages, or flowers.
2. **Gestures of Support:**
   * Ensure that all gestures are thoughtful, timely, and reflect the values and goodwill of the Referrals Club.
   * Maintain a list of trusted vendors for purchasing flowers, cards, or gifts to ensure consistency in quality and delivery.
3. **Record Keeping:**
   * Maintain a log of life events and corresponding actions taken by the committee, ensuring no member is overlooked.
   * Be informed of the committee’s budget for flowers, cards, and gifts, and ensure expenses align with Club policies.
4. **Communication:**
   * Notify the Board of Directors about significant events that require the Club’s attention or support.
   * Share updates with members, when appropriate, to foster a sense of community and collective care.
5. **Member Engagement:**
   * Encourage members to inform the committee about events that may require acknowledgment.
   * Promote awareness of the Sunshine Committee’s role to ensure all members feel supported.
6. **Collaboration with the Board of Directors:**
   * Report regularly to the Board on the committee’s activities, including an overview of gestures made and associated costs.
   * Seek approval for any extraordinary expenses outside the typical scope of the committee’s budget.

**Time Commitment:**

* Dedicate time as needed to respond promptly to member events.
* Attend weekly Club meetings, and monthly Board meetings to provide updates on activities.
* Collaborate with vendors and ensure timely delivery of flowers, cards, or gifts.

**Accountability:**  
The Sunshine Committee is accountable to the Board of Directors. All gestures of support must align with the Club’s values, bylaws, and budgetary guidelines.

**Committee Composition:**

* The Sunshine Committee shall consist of one or more active members as determined by the President.

**Job Description:**

**Program Committee Member**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Program Committee is responsible for organizing and scheduling key activities and roles within the Referrals Club’s meetings and events. By coordinating greeters, showboaters, speakers, and mixers, the committee ensures meetings are engaging, well-structured, and provide valuable opportunities for member participation and networking.

**Responsibilities:**

1. **Scheduling Weekly Roles:**
   * Prepare and maintain a schedule that assigns members to specific roles:
     + **Greeter** (first week): A member who welcomes attendees and helps set a friendly tone for the meeting.
     + **Showboater** (second week): A member who showcases their business and shares insights about their products or services.
     + **Speaker** (third week): A member who delivers a more in-depth presentation on their business or an educational topic.
2. **Business of the Month:**
   * Select and schedule a “Business of the Month” to highlight one or more member’s business throughout the month.
3. **Mixers:**
   * Organize and schedule networking mixers to provide members with opportunities to build stronger professional relationships in a casual setting.
   * Work with the Social Committee or other relevant groups to plan the logistics and details of each mixer.
4. **Advance Preparation:**
   * Ensure the schedule is prepared well in advance, providing members with sufficient time to prepare for their assigned roles.
   * Communicate scheduled assignments clearly to members and confirm their participation.
5. **Meeting Coordination:**
   * Collaborate with the Board of Directors to align scheduled activities with the Club’s goals and objectives.
   * Ensure that all planned activities run smoothly during meetings and events.
6. **Member Engagement:**
   * Encourage member participation in scheduled roles and activities.
   * Provide guidance and support to members to help them succeed in their assigned roles (e.g., tips for presentations or showboating).
7. **Record Keeping:**
   * Maintain a record of scheduled roles, Business of the Month selections, and mixers.
   * Track participation to ensure equitable opportunities for all members.
8. **Reporting:**
   * Provide regular updates to the Board of Directors on the committee’s activities and schedules.
   * Report any scheduling conflicts or challenges and propose solutions.

**Time Commitment:**

* Dedicate time to prepare and maintain schedules for meetings and events.
* Attend weekly Club meetings, monthly Board meetings, happy hour, cooks night out and mixers to oversee scheduled activities and ensure smooth execution.
* Collaborate with the Board of Directors and other committees as needed.

**Accountability:**  
The Program Committee is accountable to the Board of Directors. All schedules, assignments, and activities must align with the Club’s goals, bylaws, and standards.

**Committee Composition:**

* The Program Committee shall consist of one or more active members as determined by the President.

**Job Description:**

**Facebook and Website Committee**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Facebook and Website Committee is responsible for maintaining and updating the Club’s digital presence, including its website and Facebook page. This role ensures that the Club’s online platforms are current, engaging, and reflective of its activities and mission.

**Responsibilities:**

1. **Website Management:**
   * Regularly update the Club’s website with new content, including meeting schedules, events, announcements, and member information.
   * Ensure the website is user-friendly, visually appealing, and accessible to all members.
   * Monitor website performance and address any technical issues promptly.
2. **Facebook Page Maintenance:**
   * Manage the Club’s Facebook page by posting updates, photos, and announcements about meetings, events, and other relevant activities.
   * Engage with followers by responding to comments, messages, and inquiries in a timely manner.
   * Share content that promotes the Club’s mission, highlights member achievements, and fosters community engagement.
3. **Showboater Recording:**
   * Record the weekly Showboater presentation and ensure it is documented accurately.
   * Share highlights from the Showboater on the Club’s Facebook page and website to promote member businesses and activities.
4. **Event Promotion:**
   * Use the website and Facebook page to promote upcoming Club events, mixers, and other activities to encourage participation.
   * Collaborate with the Social Committee to ensure event details are communicated effectively online.
5. **Content Creation and Curation:**
   * Create engaging and professional content, including text, images, and videos, to keep the website and Facebook page dynamic and informative.
   * Curate content that aligns with the Club’s values and interests.
6. **Collaboration:**
   * Work closely with the Board of Directors and committees to gather information and updates for online publication.
   * Coordinate with members to feature their businesses and successes on digital platforms.
7. **Analytics and Feedback:**
   * Monitor website and Facebook analytics to assess engagement and identify opportunities for improvement.
   * Gather feedback from members about the effectiveness of the Club’s digital presence and implement changes as needed.

**Qualifications:**

* Must be an active member in good standing with the Referrals Club.
* Familiarity with website management platforms and social media tools.
* Strong written and visual communication skills to create engaging content.
* Organizational skills to manage and prioritize updates consistently.
* Creativity and a proactive approach to enhancing the Club’s online presence.

**Time Commitment:**

* Dedicate time each week to update and maintain the website and Facebook page.
* Attend monthly Board meetings and weekly Club meetings to stay informed about Club activities and record the Showboater presentation.
* Collaborate with other committees and members to gather and share relevant content.

**Accountability:**  
The Facebook and Website Chairman is accountable to the Board of Directors. All content and updates must reflect the Club’s mission, values, and goals while maintaining a professional and engaging online presence.

**Role Composition:**

* This role is typically held by one individual but may involve collaboration with other members for content creation and event promotion.

**Job Description:**

**Referral Master**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Referral Master is responsible for managing the Club’s referral process by providing standardized forms, tracking referrals, and ensuring accurate reporting. This role is vital for maintaining transparency, promoting accountability, and fostering collaboration among members.

**Responsibilities:**

1. **Referral Form Management:**
   * Order and maintain an adequate supply of standardized referral forms to meet the needs of the Club.
   * Distribute referral forms to members at all meetings, ensuring they are easily accessible.
2. **Tracking Referrals:**
   * Collect completed referral forms from members during meetings.
   * Maintain accurate records of all referrals, including the details of the referring and referred parties.
3. **Monthly Reporting:**
   * Compile and prepare a monthly report detailing referral activity, including the number and types of referrals made.
   * Present the referral report to the Board of Directors at their monthly meetings.
   * Highlight trends, achievements, or areas for improvement based on referral activity.
4. **Promoting Referral Activity:**
   * Encourage members to actively participate in the referral process by explaining its benefits and importance during meetings.
   * Provide guidance on completing and submitting referral forms correctly.
5. **Record Keeping:**
   * Maintain a secure and organized system for storing referral records.
   * Ensure records are kept confidential and comply with any Club policies regarding data privacy.
6. **Collaboration with the Board of Directors:**
   * Share insights from referral trends and data to assist the Board in identifying opportunities for growth and engagement.
   * Work with other committees to align referral tracking with broader Club goals.
7. **Continuous Improvement:**
   * Identify and recommend improvements to the referral process, such as updates to forms or tracking methods, to enhance efficiency and effectiveness.

**Time Commitment:**

* Dedicate time to manage referral forms, track submissions, and prepare reports.
* Attend weekly Club meetings to distribute forms and collect completed referrals.
* Participate in monthly Board of Directors meetings to present referral activity reports.

**Accountability:**  
The Referral Master is accountable to the Board of Directors. All activities must align with the Club’s bylaws, goals, and policies, ensuring transparency and accuracy in the referral process.

**Role Composition:**

* The Referral Master role is an individual responsibility; however, assistance or collaboration with other members may be approved by the Board if needed.

**Job Description:**

**Parliamentarian**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Parliamentarian ensures the Referrals Club operates in accordance with its bylaws and parliamentary procedures. By maintaining and reviewing the bylaws, the Parliamentarian plays a critical role in upholding the Club’s governance and facilitating orderly decision-making processes.

**Responsibilities:**

1. **Bylaw Maintenance:**
   * Maintain the most current version of the Club’s bylaws, ensuring they are accurate, complete, and readily accessible to the Board of Directors and members.
   * Regularly review the bylaws to ensure compliance with legal requirements and alignment with the Club’s mission and goals.
2. **Proposing Changes:**
   * Identify areas in the bylaws that may require updates or amendments due to evolving Club needs or regulatory changes.
   * Draft and present proposed changes or amendments to the Board of Directors for consideration.
   * Conduct periodic reviews of the bylaws and propose updates to the Board of Directors as needed.
3. **Advising on Procedures:**
   * Act as a resource on parliamentary procedures during meetings, ensuring decisions are made in accordance with the bylaws.
   * Provide guidance on resolving procedural disputes or clarifying rules when necessary.
4. **Collaboration with the Board of Directors:**
   * Serve as a consultant to the Board on matters related to governance, procedures, and compliance with the bylaws.
   * Attend monthly Board meetings to provide input and ensure discussions and decisions adhere to the Club’s governing documents.
5. **Member Education:**
   * Educate members about the bylaws and their role in shaping the Club’s operations.
   * Provide members with access to the bylaws and explain significant changes when amendments are made.
6. **Record Keeping:**
   * Maintain a history of bylaw amendments and ensure all versions are properly documented and archived.

**Time Commitment:**

* Dedicate time to review and update bylaws as needed.
* Attend weekly Club meetings and monthly Board meetings to provide procedural guidance and propose amendments.
* Participate in general Club meetings when governance matters are addressed.

**Accountability:**  
The Parliamentarian is accountable to the Board of Directors. All activities must align with the Club’s bylaws and governance policies, ensuring the integrity of the decision-making process.

**Role Composition:**

* The Parliamentarian role is typically held by a single individual and appointed by the President.

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**Job Description:**

**Historian**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Historian preserves and documents the history of the Referrals Club by maintaining photo albums and other visual records. This role ensures the Club’s legacy is celebrated and its milestones are captured for future reference.

**Responsibilities:**

1. **Photo Album Management:**
   * Collect and post photographs from Club meetings, events, and activities on social media.
   * Create and maintain photo albums that showcase the Club’s history, achievements, and special moments.
2. **Event Documentation:**
   * Attend Club events to take photographs or coordinate with members to gather images.
   * Capture key moments that reflect the Club’s mission, community involvement, and member interactions.
3. **Member Engagement:**
   * Encourage members to contribute photos or memorabilia to enhance the Club’s historical collection.
4. **Collaboration:**
   * Work with the Board of Directors to ensure historical records align with the Club’s mission and goals.
   * Coordinate with the Social Committee to document events and activities.
   * Coordinate with Facebook/Website Committee to share photos on social media.
5. **Presentation of History:**
   * Create visual displays or presentations for special Club events or milestones to highlight the Club’s history and achievements.

**Time Commitment:**

* Dedicate time to collect, organize, and update photo albums regularly.
* Attend monthly Board Meetings, weekly Club meetings, and events to document activities and gather materials.
* Prepare historical displays or presentations for significant Club occasions as needed.

**Accountability:**  
The Historian is accountable to the Board of Directors. All activities must reflect the Club’s values and mission while preserving its history with integrity and accuracy.

**Role Composition:**

* The Historian role is an individual position, but collaboration with members and committees is encouraged to enhance the historical record.

**Job Description:**

**Roving Reporter**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Roving Reporter keeps members informed and engaged by attending local business-related events and sharing insights, highlights, and opportunities for participation. This role promotes networking and collaboration while fostering stronger connections between the Club and the broader business community.

**Responsibilities:**

1. **Event Reporting:**
   * Attend local business events and gatherings to gather relevant insights and updates for the Club.
2. **Weekly Communication:**
   * Present upcoming business events and participation opportunities during weekly Club meetings.
   * Provide members with essential details about events and answer questions to encourage involvement.
3. **Member Engagement:**
   * Promote networking and collaboration among members to strengthen professional connections.

**Time Commitment:**

* Attend weekly Club meetings and present updates.
* Attend at least one local business-related event per month.
* Dedicate approximately 5–8 hours per month for event attendance, preparation, and reporting.

**Reporting:**  
The Roving Reporter will report directly to the President of the Referrals Club and provide regular updates to the membership during weekly meetings.

**Goal:**  
The primary goal of the Roving Reporter is to enhance the Club’s involvement in local business events, ensuring members are informed, inspired, and actively engaged with opportunities to connect with the broader business community.

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**Job Description:**

**Sergeant at Arms**  
**Referrals Club of Lake Havasu City**

**Purpose:**  
The Sergeant at Arms is responsible for maintaining order during Club meetings and ensuring that meetings run efficiently and adhere to the agenda. As the official timekeeper and overseer of fine collection, the Sergeant at Arms plays a vital role in upholding the structure and decorum of the Referrals Club.

**Responsibilities:**

1. **Maintaining Order:**
   * Ensure meetings proceed in an orderly and respectful manner, intervening when necessary to address disruptions.
   * Uphold Club rules and meeting protocols as outlined in the bylaws.
2. **Timekeeping:**
   * Serve as the official timekeeper for all meetings, ensuring that speakers, presentations, and agenda items stay within their allocated time.
   * Provide time warnings to speakers or participants as necessary to maintain the meeting schedule.
3. **Supporting the President and Board:**
   * Collaborate with the Club President and Board of Directors to ensure meetings are conducted in alignment with the agenda and Club objectives.
   * Act as a resource for enforcing time limits and managing meeting flow.
4. **Promoting a Positive Environment:**
   * Foster an atmosphere of respect and professionalism during meetings.
   * Encourage members to adhere to meeting etiquette and rules.

**Time Commitment:**

* Attend all weekly Club meetings to perform assigned duties.
* Dedicate time before and after meetings to assist with setup and clean-up as needed.

**Accountability:**  
The Sergeant at Arms is accountable to the Board of Directors. All duties must be performed in accordance with the Club’s bylaws and policies, ensuring meetings are efficient, respectful, and productive.

**Role Composition:**

* The Sergeant at Arms is a single-member role appointed to ensure the smooth operation of meetings.

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