



## Roles of KPW Board Officers and Directors

**President:** The President shall be the chief executive officer (CEO) of the association and execute such responsibilities. He/She shall preside over all meetings of the Board. Must have appliance repair knowledge to manage daily operations at KPW with a preference of having call center operations knowledge. The President monitors our shared mailbox throughout the day, answer escalated member complaints, approves/disputes repair orders submitted from Quality, and is backup signatory on bank accounts. The President is responsible for staffing decisions, vendor management, strategic direction, and setting monthly agenda for meetings.

**Vice President:** The Vice President shall perform the duties of the President in his/her absence, and the conduct any special activity requested by the President. Preference that his position has appliance knowledge as a backup for the President.

**Treasurer:** The Treasurer should have an accounting background, preferably with experience in QuickBooks, Excel, and accrual-based accounting for a multimillion-dollar company.

The Treasurer is responsible for creating financial reports, journal entries, bank reconciliations, and approving payroll. Gives financial approval for vendor payments and signs all checks. Transfers funds between the operation and investment accounts and monitors bank transactions and balances. Collaborates with the office manager to implement and improve bookkeeping processes and procedures. Responsible for ensuring that a review of the financial records is conducted by a qualified independent accountant. Further, the Treasurer is responsible for interactions and requests made by KPW's accounting firms regarding tax return preparation and auditing/review engagements. The Treasurer **must be a full-time resident** of Kings Point to sign checks and manage financial operations.

**Secretary:** The Secretary shall establish a record of the officers of the Association and convey this information to financial institutions and contractors. The Secretary shall be responsible for advising the Board to determine best practices and policies for the successful operation of KPW Service Association and facilitates the revision of Service Agreements and vendor contracts.

The Secretary directs our engagement with our legal partners and manages communications received from third party counsel. Therefore, having legal acumen is critical to this Board position. The role is responsible for completing and filing corporate deliverables, including but not limited to the Annual Report with the Secretary of State.

**Director at Large – Technology Director:** Responsible for creating and maintaining our membership database, website, and collaboration with IT vendors. Reviews, purchases, installs, and maintains company software. Assignment of applications, email addresses, licenses and passwords maintenance to staff, and Board members.

**Director at Large:** Assists the President, Vice President and Treasurer with special projects related to reconciliations, accounting review, and audits. Preference that this role will be a full-time resident of Kings Point. Maintains electronic and payment merchant accounts, as well as ecommerce sites.

**Director at Large:** Assists the President, Vice President and Treasurer with special projects related to our contractor or with other operational processes. Works with the Secretary in drafting member communications, procedures, bylaws, and service agreements.