

## **Welcome to the Soft Network Users Group Executive Committee**

Every year, there are a number of board members that are replaced through elections when their terms are complete. Each board member holds a position that will need to be filled by a newly elected board member.

The following are brief “job descriptions” of the various positions that are held by SNUG board members. There may be other duties in addition to the ones listed and the positions continually evolve as time passes.

### **SNUG Executive Board: President**

The president supervises the business and the officers of the Executive Committee and SNUG. He or she shall preside at meetings of the members and at meetings of the Executive Committee. The President has authority to sign contracts/agreements/other documents on behalf of the Executive Committee and has signing authority on bank accounts.

The following duties are expected of the President:

1. Coordinate the activities of the SNUG Executive Committee, ensuring that all practices are consistent with the SNUG By-Laws.
  - a. Consult with past president to determine ongoing initiatives from the previous year.
  - b. Schedule monthly Executive Committee conference calls.
  - c. With input from the committee, develop goals and objectives for the current year.
2. Prepare agendas for monthly Executive committee conference calls. One agenda is prepared for the Executive Committee - SCC portion of the call, a separate one is prepared for the Executive Committee only portion of the call.
  - a. Solicit input for meeting agendas
  - b. Provide notice of meetings for attendees
3. Moderate the monthly conference calls to facilitate the exchange of ideas and information between committee members and between the committee and SCC representatives.
4. Monitor and oversee the activities of subgroups (either ongoing or ad hoc) which may include the Annual Meeting Committee, activities of the Client Services group (led by the Client Services Coordinator), and SIG groups (led by the SIG Coordinator) or other groups.
5. Address the attendees at SNUG during the general session.
  - a. Recognize the board
  - b. Recognize appropriate SCC staff and others
  - c. Recognize past presidents, other significant attendees
  - d. Recognize vendors

6. Moderate SNUG business meeting.
  - a. Create meeting agenda
    - i. Election of new board members
    - ii. Treasurer's report
    - iii. New business
    - iv. Prize giveaways
  - b. Address attendees
    - i. Board activities/accomplishments for the year
    - ii. News/announcements
  - c. Present awards/thank you-s
    - i. SCC staff
    - ii. Returning board members
    - iii. Outgoing board members
7. Prepare listing of Thank you and honorariums for Annual Conference
8. Prepare door prize list and submit to Board for approval, arrange for delivery to Annual Conf location
9. Schedule Executive Board staffing of registration desk.
10. Keep the list of Past Presidents current and will upload an updated file to Sugar Sync annually.

### **SNUG Executive Board: Vice-President**

In the absence or disability of the President, the Vice President shall perform all the duties of the President, and when so acting shall have all the powers of, and be subject to all the restrictions upon the President.

The Vice President shall have such other powers and perform such other duties as necessary and as may be prescribed for them respectively by the Executive Committee or the President.

Regular duties include:

1. Vice-Chair the Annual Conference Planning Committee and act as backup contact for Conference Planning Chairperson.
2. Give the Welcome address at the opening session of the annual SNUG Conference.
3. Introduce both the CEO and the SNUG President at the opening session of the annual SNUG conference.
4. Collate and prepare SNUG member questions for discussion at the Town Hall meeting at the annual SNUG conference.
5. Moderate the Town Hall meeting at the annual SNUG conference.
6. Prepare and distribute the discussion agenda for the Exec Board luncheon with the CEO at the annual SNUG conference.

### **SNUG Executive Board: Treasurer**

The Treasurer works with the Assistant Treasurer and the accountant to maintain the operating budget and finances of the SNUG board.

The following duties are expected of the Treasurer:

1. Work with the previous Treasurer to get the bank account, debit card, and PayPal account in the name of the current Treasurer.
  - a. Obtain and file new signature cards
    - i. The President, Vice President, Treasurer and Assistant Treasurer will sign the signature card. A copy of each officer's credit card and social security number are also needed for the signature cards.
    - ii. The Treasurer will fill in the rest of the required information
    - iii. The Secretary will provide a copy of the meeting minutes that show that Bank of America was chosen as our financial institution. If Bank of America was not chosen, then the Past Treasurer will work with the new Treasurer to close the Bank of America account and open a new one.
    - iv. The Treasurer will take the completed signature cards and have them notarized.
    - v. A copy must be kept, by the Treasurer, to be used in changing PayPal account.
    - vi. The Treasurer will then submit the notarized signature cards, with a copy of the meeting minutes, to the bank (either in person or by mail).
    - vii. After mailing, the Treasurer will call the bank and check on the status of the signature cards. It takes approximately 10-15 business days to process.
  - b. Address changes for the bank accounts and requests for a new debit card are most easily done in person. Address changes may be done online.
  - c. Address changes for PayPal must be done after the new debit card is issued.
2. Work with the accountant to keep fiscal affairs in order. A vote of the Executive board is needed when securing a new accountant.
  - a. 1099 forms must be sent to anyone receiving equal to \$600 or more during the year unless money was paid to a corporation. Provide accountant total amount paid, name, address and SSN of recipient.
  - b. Provide the accountant copies of bank statements and financial activity each month. The accountant will provide financial reports based on activity. The financial reports are used to prepare the SNUG treasury

reports present during the monthly Executive meeting. All financial documents are uploaded to Sugar Sync for permanent storage of records. The fiscal year is 7-1 through 6-30.

3. Is responsible for a monthly update of finances and will present the end of the year financial update at the SNUG Annual Business Meeting. The end of year financial update must be submitted to be posted on the SNUG website for all members to view.
4. Accepts deposits from Vendors, annual SNUG membership monies from SCC client sites and conference fees from SNUG attendees.
  - a. Will assist the Assistant Treasurer with electronically depositing monies received for Membership, Conference and Webinars from the PayPal site.
  - b. All electronic transfers need to be documented (using a scanning or photo capture process) and uploaded to Sugar Sync. These images/scans are used to assist the Treasurer in preparing the financial documents each month.
  - c. Updates and maintains the vendor payment schedule for the annual conference. Activities include (but are not limited to): invoicing, tracking, and depositing fees. The vendor list must be uploaded to Sugar Sync for permanent record holding at the commencement of the annual conference.
5. Pays expenses for the annual SNUG conference, such as hotel and banquet costs and other miscellaneous expenses including the accountant's retainer.
  - a. Refer to the 'Treasurer's Checklist' for a timeline of recurring fees (Sugar Sync, State of Florida Corporation Renewal, etc.).
  - b. All expenses must be approved by the President.
  - c. Communication of payment should be made to the President with a copy to the Assistant Treasurer.
6. Trains the incoming Treasurer and/or Assistant Treasurer on his/her responsibilities for the upcoming term.

#### **SNUG Executive Board: Asst. Treasurer**

The Assistant Treasurer works with the Treasurer and the Accountant (if needed) to maintain the operating budget and finances of the SNUG board. In the event the Treasurer cannot perform their duties the Assistant Treasurer should be ready to fill in.

The following duties are expected of the Assistant Treasurer:

1. Obtain contact information for the SNUG accountant.
2. Make all incoming PayPal deposits to Bank of America.
  - a. Deposits need to be made as separate transactions for membership, conference registration, and/or vendor fees. This helps the accountant prepare financial documents appropriately.

- b. A message should be sent to the Treasurer each and every time a deposit is made. The message should include the dollar amount and type label for each deposit (i.e. membership, conference registration, and/or vendor fees).
    - c. All questions, concerns, and inconsistencies should be addressed with the assistance of the Treasurer.
  3. The Assistant Treasurer will maintain all email transactions related to Treasury functions for the [snugexec@gmail.com](mailto:snugexec@gmail.com) account.
  4. In the event the Treasurer cannot perform their duties the Assistant Treasurer will assume the role of the Treasurer with responsibility for all duties listed for the Treasurer (above).
    - a. The Assistant Treasurer will need to contact Bank of America to obtain a debit card should the Treasurer no longer be able to fulfill his/her duties.
  5. Train the incoming Assistant Treasurer on his/her responsibilities for the upcoming term.

#### **SNUG Executive Board: Secretary**

The following duties are expected of the Secretary:

1. Responsible for the recording of minutes for all SNUG Executive Board Only calls as well as the distribution of said minutes within a week to all board members.
2. Send approved minutes to the web developer for posting on SNUG website.
3. Responsible for the electronic storage, (SugarSync), of meeting minutes and documents.
4. The retiring secretary is to pass information to and aid in training the incoming secretary.

In addition, the Secretary will perform such other duties as necessary, and as may be requested by the Executive Committee or the President.

#### **SNUG Executive Board: Assistant Secretary**

The Assistant Secretary shall be familiar with all the responsibilities of the Secretary. In the event the Secretary cannot perform their duties, the Assistant Secretary should assume all the duties expected of the Secretary when required.

1. Assist when to record, type and disperse the minutes for all SNUG Executive Meetings both including and excluding SCC.
2. Assist the Secretary with storage, physical or electronic of all SNUG Documents.
3. Assist in disseminating information to the Executive Board

4. Perform such other duties as necessary, and as may be requested by the Executive Committee or the President.

### **SNUG Executive Board: Customer Service (CS) Liaison**

The CS Liaison works with assigned SCC resources (currently Jesus Blasquez and David Romano) to maintain an open dialog between SNUG and SCC regarding customer service issues and directives. These may include but are not limited to: issues and or upgrades relating to the online task management system(s), common client issues and complaints regarding support and maintenance, HIPAA/HITECH compliance of SCC as a business associate to clients, and Service Level Agreements between SCC and the client base.

The following duties are expected of the CS Liaison:

1. Work with the previous CS Liaison to review previous activities and programs.
2. Work with SCC representatives to coordinate Customer Service Group conference calls for the discussion of outstanding CS issues.
3. Provides timely minutes from each meeting of the CS group.
4. Coordinates Enhancement suggestions and voting from the SNUG community for online task management and client engagement activities by SCC.
5. Work with SCC to follow up on progress and report the status of Enhancements that have been voted in by the SIGs for development.
6. Is responsible for presenting an annual summary of CS activities as part of a general Customer Service SIG meeting at the annual SNUG Conference.
7. Felicitate (lead) the Town Hall meeting at the annual SNUG Conference.

### **SNUG Executive Board: Membership Chairperson**

The Membership Chairperson will work with the SCC contact to monitor and maintain the list of current and new users.

The following duties are expected of the Membership Chairperson:

1. Send a 'welcome' letter to all new member organizations and assist, when necessary, with user access to the SNUG website.
2. During the annual membership drive, the Chairperson will also customize a letter/email to be used to help solicit new members.

In addition, the Membership Chairperson will perform such other duties as necessary, and as may be requested by the Executive Committee or the President.

### **SIG (Special Interest Group) Moderator**

A SIG advisor, working with the SCC SIG moderator, oversees the SIG enhancement submission and selection process by the members of SNUG.

The duties of the SIG Moderator include:

1. Annually review the membership of the SIG to ensure all members are associated with SNUG member sites.
2. Approve SIG membership requests via the SIG bulletin board.
3. Encourage the submission and discussion of SIG enhancement requests.
4. Distribute SIG enhancement request ranking and voting ballots to the members of the SIG
5. Collate the ranking and voting results and report these results to the SIG membership.
6. Co-chair with the SCC SIG moderator the SIG session at the SNUG conference.

### **SNUG SIG (Special Interest Group) Coordinator**

The SNUG SIG Coordinator works closely with the SCC SIG Coordinator, the SIG advisors and the SNUG Board to ensure the SIG cycle (enhancement submissions, rankings, voting and SIG sessions at the annual SNUG conference) is productive and successful while striving to strengthen and enhance the SIG process and its impact on the development of Soft products.

The duties of the SNUG SIG Coordinator include:

1. Assist SIG Moderators in their roles.
2. Fill in for SIG Moderator if circumstances prevent them from fulfilling their duties.
3. Work with the SNUG Annual Meeting Committee to schedule the SIG sessions with a goal of achieving high attendance and participation.
4. Preside over the general SIG Session at the SNUG Conference.
5. Review the SIG cycle schedule of deadlines and dates and notify/remind the SIG Moderators and the SNUG membership of these dates.
  - a. Encourage the submission and discussion of SIG enhancement requests by sending out monthly reminders from September through December to scc-announce distribution list through Joe Magilligan

- <JoeM@softcomputer.com>. (Arrange with him or his SCC replacement to forward your email to the scc-announce distribution list)
- b. Send email announcements and reminders to SIG Moderators when the SIG Enhancement Request Preliminary and Final ballots are available. Give them the Cycle Dates for the beginning and ending of each voting cycle.
  - c. Send reminders at least a week in advance of the cycle date tallies are due back to their SCC SIG Advisors, the SCC SIG Coordinator (Melina Dokovic milena@softcomputer.com), and yourself.
6. Collect all the Final SIG tallies, determine the number of unused SIG hours and recommend a list of Enhancements to the SCC SIG Coordinator, (Melina), to be taken back to the SNUG Executive Board to vote on redistributing the unused hours.
  7. Present the list Enhancement Requests from all SIGs to the Executive Board to vote on redistribution of unused hours.
  8. Meet with new SIG Moderators each year to orient them to their new role. Explain their responsibilities and how to fulfill them. Explain the SIG web pages, how to approve/remove users and how to use the SIG listserv distribution lists. Give them the spreadsheets and explain how to use them to tally their enhancement votes. Show them how to get these documents from SugarSync.
  9. Meet with your replacement to transition the position of SIG Coordinator to your successor.

### **Social Media Director**

The Social Media Coordinator works with SCC resources to develop and maintain various social media platforms to promote SNUG and the SNUG conference in a positive manner.

### **SNUG Board Member**

Snug Board Members are all responsible for attending monthly meetings and contributing ideas and inspiration to make SNUG better, more productive, educational and a good value to its members. No idea should be left unexplored. Some of the best inspiration comes from random thoughts and ideas.