

Evergreen Newcomers  
and Neighbors

**Operating Procedures**

May 7, 2018

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## President

1. Governs Evergreen Newcomers and Neighbors (“Club”) as defined by the Club Bylaws and Board Policies.
2. Presides at the Board of Directors (“Board”) and Executive Committee meetings.
3. Prepares and forwards a Board Meeting Agenda to each Board member prior to the next scheduled meeting which includes a reminder of the date, place, and time of the next meeting.
4. Sets calendar dates for Board meetings for the year and emails to the Board. Traditionally, the first Board meeting of each fiscal year is in July so plans can be made for the Kickoff Event. Sets a recurring date for the Board meetings, i.e. the first Monday of the month. Changes the Board meeting date when it falls on a holiday.
5. Reminds Board members that they must call or email if they cannot attend a meeting so the President can determine if there will be a quorum, which is needed to conduct business.
6. Reserves a meeting room for each month’s meeting.
7. Consults with the Program and Social Chairperson, Hospitality Chairperson, and any other Board positions that will need funds during the year. After gathering their plans for the year, meets in June with the current Treasurer and the past Treasurer to prepare a proposed budget for the next fiscal year.
8. Goes with the ex-President and the new Treasurer to the bank after June 1 to change the authorized signatures for signing checks if officers change.
9. Encourages committee chairpersons to seek committee members from the membership to assist them.
10. Attends Kickoff Event to greet and welcome new and returning members.
11. Writes personal messages for the monthly Club Newsletter.
12. Proofreads the monthly minutes and Newsletter along with the VP before publication or finds a Board member to assume this monthly job.
13. Attends and offers welcoming comments at events that are planned by the Program and Social Committee. The President introduces the speaker, if the Program and Social Chairperson does not.

14. Appoints a committee of three in January to review Bylaws, Board Policies, and the Operating Procedures. A current Board member who has served on this committee in the past would be helpful to serve on this committee.
15. Appoints a person in July to audit the Club financial records as provided by Treasurer.
16. Sends invitations to the prior and incoming Board members for the joint Board Meeting held in June. Welcomes the new President and new Board with words of encouragement and emphasizes the importance of each position in the smooth operation of the Club.
17. References the month-to-month calendar of duties of the President to insure that all of the required actions of the Board and any appointed committees are completed.
18. Maintains a few checks in his/her possession for times when the Treasurer is unavailable.
19. Monitors Board member activities for adherence to the Operating Procedures and job responsibilities. Discusses any exceptions with the relevant Board members and the Executive Committee, as necessary.
20. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
21. Sends e-mail notifications to the membership, as necessary and as requested.
22. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding President.

## Vice President

1. Attends all Board meetings and informs President if unable to attend.
2. Acts as Chairperson for special events.
3. Assists President with duties as requested.
4. Presides at Board meetings in the absence of the President.
5. Becomes the next Club President when that opening occurs.
6. Becomes the second signatory on the ENN checking account per the Bylaws, along with the Treasurer, if the President and Treasurer are related.
7. Appoints a committee to serve with the Nominating Chairperson in December after getting input from the Nominating Chairperson. Presents the names of the nominees for Board positions to the Board at the February meeting.
8. Notifies the Evergreen United States Post Office of any changes in personnel having access to the Club Post Office (PO) Box. Presents a letterhead document, Board minutes, or a Board resolution to the Post Office stating which Board members should have access to the ENN PO Box. Collects PO Box keys from the former Board members and distributes to the Membership, Treasurer and Social and Program Chairperson.
9. Maintains and publishes the Club Membership Directory:
  - a. Prepares the annual Club Membership Directory for printing by November 15, which contains the names, addresses, phone numbers, and e-mail addresses of the members, a list of Board members and a list of all Activity Group Leaders. October 31st is the deadline for updates to the annual Club Membership Directory.
  - b. Develops a Supplemental Club Membership Directory page by March 1 for membership changes occurring after October 31st or interim supplements if there are 25 or more changes between the Club Membership Directory publication dates. Emails the Supplemental Club Membership Directory to the membership in March.
10. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
11. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Vice President.

## Secretary

1. Attends all Board meetings and informs President if unable to attend.
2. Takes attendance at meetings.
3. Records meeting minutes and maintains records of Board correspondence.
4. Maintains an official Secretary's notebook consisting of Bylaws, Board Policies, Operating Procedures, Board Minutes, Treasurer's Reports & correspondence.
5. Maintains electronic copies of Club Minutes, Treasurer's reports and Board Agendas for seven (7) years. Creates an electronic copy of the Club Minutes at the end of each term.
6. Insures that each Board member has a copy of the Club Bylaws, Board Policies, Operating Procedures and the proposed calendar for Board meetings.
7. Emails the Board prior to the June meeting, a list of the new Board with each Board member's position, address, phone number, and e-mail address provided by the Nominating chairperson. Maintains this list throughout the year and communicates updates to the Board as necessary.
8. Provides the Newsletter Editor and the Webmaster with a list of the Board members including their names, positions, phone numbers, and email addresses.
9. E-mails minutes to President and VP for review prior to distribution.
10. Sends note cards as directed by the Board to those members who have suffered a serious illness or bereavement.
11. Requests confirmation from the Board members that the first set of minutes was received for the Board year. Contacts those who have not confirmed receipt to ensure they are receiving the minutes.
12. Takes care of any necessary correspondence for the Club and keeps a record of any written correspondence.
13. Makes changes to the Bylaws, Board Policies and Operating Procedures documents when amended and distributes them to all Board members
14. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.

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15. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Secretary.

## Treasurer

1. Attends all Board meetings and informs President if unable to attend.
2. Acts as Chairperson of the Budget Committee consisting of the Treasurer, the past Treasurer, and the President. Prepares a budget for the coming year to present at the June Board meeting for Board approval.
3. Works closely with the President on proposed budget, financial questions, and policy.
4. Presents Treasurer's report at Board meetings with copies for the President and Secretary and emails report in advance of meeting to all Board members.
5. Prepares and files the documents necessary to maintain the Club as a non-profit organization for both state and federal filings.
6. Receives Club funds from members and officers and makes bank deposits.
7. Makes disbursements as necessary. Signs the checks for the disbursements. The President or Vice President maintains a few checks in his/her possession for times when the Treasurer is unavailable to sign the checks. The signature card on file at the ENN financial institution must include the signatures of both the Treasurer and the President, (or Vice President) but only one signature is required on a check.
8. Maintains accurate financial records of all Club transactions.
9. Coordinates with the Membership Chairperson at the Kickoff Event and throughout the year on receiving dues for the membership year.
10. Makes certain that a check is available for payment for each event.
11. Requires requests for reimbursements to be accompanied by receipts. Notes the check number and date paid on each bill presented for reimbursement. Other payments for which the Club is responsible include Chamber of Commerce membership, post office box rent, website expenses and insurance.
12. Maintains a key to the Club's post office box (# 2197) for access to membership dues, payments, bills, and bank statements. The Programs and Social Chairperson and Membership Chairperson also have keys. The Membership Chairperson and the Treasurer coordinate the collection of membership applications and checks from the Post Office Box. Maintains a legible copy of all checks deposited.

13. Submits all financial records for audit to the person appointed by the President. The financial audit is to be completed by September 1.
14. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
15. Maintains a continuity file/notebook which contains a history of the position and any additional information that might be helpful to the succeeding Treasurer, as follows:
  - a) Treasurer's Operating Procedures and To Do Reminder List
  - b) ENN Board Policies
  - c) Bank Account Information
  - d) Budget vs. Actual and last 5 year comparison
  - e) Receipts procedure
  - f) Disbursements Procedure
  - g) Treasurer's Reports & Financial Statements – Current Year
  - h) Bank reconciliation – Current Year
  - i) Insurance Information
  - j) Audit – Current year
  - k) IRS Information & Form 990-N Filing – Current year
  - l) Colorado Secretary of State Information and current year Periodic Filing Report
  - m) Key Documents & Filing Procedure
  - n) Other (typically important correspondence not related to above area
  - o) 8 additional files: 1 for current year receipts, disbursements and insurance policies; the other 7 are for the prior 7 years for IRS purposes – each contains all of the activity, filings & reports for those years.

## **Activity Groups (“Group”) Chairperson**

1. Attends all Board meetings and informs President if unable to attend.
2. Appoints Group Leaders and communicates to them the way in which the Groups should be organized and operated, as follows:
  - a. Activity Groups meet on a regular basis -- weekly, bi-weekly, or monthly as determined by each Group. Each Group should make every effort to meet on days and times that do not conflict with other Groups’ meeting days and times.
  - b. At present, there are no time limits or other specific requirements for serving as a Group Leader except that he or she is a member in good-standing of the Club and follow the rules of the organization.
  - c. Issues raised within a Group are to be resolved within that Group, if at all possible. If not, the issue may be resolved by the Activity Group Chairperson.
3. Reports any changes in the Group Leaders and any other business pertaining to Groups to the Board.
4. Acts as liaison between the Board and Group Leaders. Presents description for proposed new Groups to Board for discussion and approval.
5. Help organize the Kickoff event in coordination with the Hospitality Chair.
6. Attends Kickoff Event or finds a substitute to attend. The Activity Group Chairperson ensures that a representative is present from each Club Activity Group to answer questions and encourage sign-ups for Groups at the Kickoff Event. Maintains a sign for each Activity Group and prepares new signs as needed.
7. Notifies the Group Leaders about the Kickoff Event date and lets them know what is expected of them.
8. Sends to each Group Leader any updated information from the Board meetings that pertains to the Groups.
9. Keeps the Newsletter Editor, the Webmaster, and the President current on contact information (phone number, e-mail address) for the Group Leaders and any meeting dates or activities within the Groups.

10. Requests in April that the current Activity Leaders notify the Activity Group Chairperson about their intention to continue or resign leadership of their Group.
11. Asks each Activity Group Leader who is not continuing to solicit a new leader from its existing Group members. If a new Group Leader is not identified by the beginning of September, a notice for a new Group Leader shall appear in the Newsletter and on the Club Website.
12. Submits articles to the Newsletter Editor, following the guidelines established by the Newsletter Editor, as appropriate.
13. Submits calendar information to the Newsletter Editor and Webmaster as requested.
14. Submits a general description of the Groups to the Webmaster. Because this description is general in nature, there is no need to update unless changes occur.
15. Communicates additional information to Group participants via e-mail or phone as needed.
16. Cooperates with the Membership Chairperson to insure that all members of all Groups have paid their dues and completed the Indemnification Agreement. Each Group Leader is responsible for submitting an updated list of the members in their Group to the Activity Group Chairperson by September 1. Maintains a spreadsheet of members participating in each Activity Group.
17. Maintains original paper and electronic copies of each member's Indemnification Agreement and coordinates with the Webmaster for their offsite electronic storage. Retains forms for a minimum of 36 months after discontinuing their membership with ENN.
18. Coordinates with the Hospitality Chairperson to conduct a Leadership Appreciation Event each year for the Activity Leaders, Board Members, and their spouses or partners, if the budget allows.
19. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
20. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Activity Group chairperson.

## **Community Outreach Chairperson**

1. Attends all Board meetings or informs President if unable to attend.
2. Contacts non-profit organizations in the Evergreen/Conifer area to obtain information about their organization and their needs for volunteers and/or donations.
3. Informs the membership at large of outreach volunteer opportunities and community needs via the Club Newsletter, the Club Website, and e-mails.
4. Maintains a table at the Kickoff Event with information, flyers, pamphlets, etc. from non-profit organizations in the Evergreen/Conifer area in order to inform those interested in providing community service.
5. Acts as liaison between the Board and the non-profit organizations.
6. Organizes Newcomer Volunteer Days with various non-profit organizations.
7. Submits articles to the Newsletter Editor and the Webmaster when appropriate.
8. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
9. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Community Outreach Chairperson.

## Hospitality Chairperson

1. Attends all Board meetings and informs President if unable to attend.
2. Secures a place in the spring for the Kickoff Event and annual membership drive offering information about the various Club Activity Groups.
3. Coordinates and manages the Kickoff Event:
  - a. Organizes all food, drink, paper goods, supplies, and decorations for the event.
  - b. Sets up and cleans up the food table on the day of the Kickoff Event. Each Activity Group is responsible for its own table setup and cleanup.
4. Phones all new members to welcome them, to inform them about upcoming events, and to answer any questions they may have about the Club.
5. Recruits greeters for the major Club events.
6. Plans two informal coffees for new members to be held each year. Hosts the events in a member's home or local venue and provides refreshments, which are paid for by the Club. Invites the Board members to meet the new members and help answer questions about the Club.
7. Sends a thank you note to the venue sponsor following each Hospitality event.
8. Coordinates with the Activity Groups Chairperson to conduct a Leadership Appreciation Event each year for the Activity Leaders, Board Members, and their spouses or partners, if the budget allows.
9. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
10. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Hospitality Chairperson.

## Membership Chairperson

1. Attends all Board meetings and informs President if unable to attend.
2. Prepares and sends a dues renewal notice email to the existing membership in June. A renewal notice will be mailed to those who do not have email capability.
3. Collects new, renewed and changed membership application forms from the Club post office box # 2197 on a weekly or as needed basis. Notes the check number, amount and date of the payment on the application form and leaves any monies in the post office box for the Treasurer. Also receives and processes applications via the Club Website or from other sources.
4. Updates the master membership list maintained on a Microsoft Excel spreadsheet file. If necessary, contacts members for any missing information: names, address, contact numbers, email, and status (new or renewals).
5. Maintains historical numbers of memberships by month for the last three years by category - new and renewals.
6. Notifies all Board members of all new members. Notifies Webmaster when current members change their contact information.
7. Validates that all Activity Group participants are dues-paying Club members by coordinating with the Activity Chairperson.
8. Staffs the membership table at the Kickoff Event with the Treasurer. Supplies Membership Enrollment forms, a membership summary list, and Indemnification Agreement forms. All new members must legibly complete a Membership Enrollment form and each adult member of the household must complete a witnessed Indemnification Agreement form.
9. Maintains two generations of backup copies of the Microsoft Excel spreadsheet membership list.
10. Maintains a list of the current and past memberships and provides that information as needed to support the Club and its activities. The membership roster is maintained in an Excel spreadsheet, which can be sorted for all manner of uses, i.e. mailing labels, distribution lists for email messages. Microsoft Word (tables and mail merge features) is used to generate mailing labels, the Club's Membership Directory, etc.

11. Mails a copy of the Club Membership Directory to all members after printing. For members joining after the directories are printed, provides a Membership Directory and a copy of the Supplemental Club Membership, when available.
12. Forwards the completed Indemnification Agreement forms to the Activity Chairperson for retention.
13. Provides membership statistics and details to the Board as requested.
14. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
15. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Membership Chairperson.

## **Newsletter Editor**

1. Attends all Board meetings and informs President if unable to attend.
2. Determines design, content, and assembly of Newsletter.
3. Solicits articles, photos, and other material from Board members, Activity Group Leaders, and others for the Newsletter.
4. Evaluates and edits articles and material for content, as appropriate.
5. Submits finished Newsletter to Activity Groups Chairperson and Vice President for review prior to publication.
6. Revises final proof of Newsletter, as needed.
7. Publishes the monthly Newsletter within the first five days of the month.
8. Sends Newsletter to Webmaster via e-mail for posting on Club Website.
9. Mails newsletters to those who have paid the extra expense to have it mailed to them.
10. Each Newsletter should contain a reminder under Activities that current membership is required for participation in any activity.
11. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
12. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Newsletter Editor.

## Nominating Chairperson

1. Attends all Board meetings or informs President if unable to attend.
2. Performs the following duties in January:
3. Collects the Transition Feedback worksheets (Exhibit A) from the Board members and reviews them with the Executive Committee. Maintains a file of the Feedback worksheets for the past two years and provides the incoming Board members with copies for their position, edited as appropriate.
4. Determines which Board positions need to be filled each year.
5. Contacts qualified Board members to determine if they wish to continue on Board, either in their present capacity or in another capacity.
6. Determines which offices remain to be filled.
7. Works with the Nominating Committee appointed by the Vice President to submit names of potential nominees for the open Board positions.
8. Invites potential nominees to serve on the Board.
9. Reviews the duties of the position with each nominee for the Board using the appropriate Operating Procedure description to define the position.
10. Performs the following duties in February:
11. Presents slate of nominees at the Board meeting.
12. Submits article for March Newsletter, and notifies the Webmaster, presenting the slate of nominees and requesting additional nominations from the general membership.
13. Performs the following duty in March: Collects and reviews any additional nominees presented by the membership with the Nominating Committee and modifies the slate of nominees, as necessary.
14. Performs the following duties in April:
15. Submits the final slate of nominees to the Board at the April meeting. The new Board is elected by a majority vote of the existing board.
16. Submits the slate of the elected Board for inclusion in the May Newsletter.
17. Compiles a list of the new Board members with their position, address, phone number, and email address and provides it to the Secretary for distribution at the May Board meeting after the installation of the new Board.
18. Completes the Transition Feedback worksheet (Exhibit A) by the January Board meeting.

19. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Nominating Chairperson.

## **Program and Social Chairperson(s)**

1. Attends all Board meetings and informs President if unable to attend.
2. Arranges programs and locations as far in advance as possible so they can be included in the Newsletter and the Club Website.
3. Works together with the Newsletter Editor and the Webmaster so events will receive full coverage. Advertises date, location, time, directions, program, cost, and reservation deadline for each event, as well as positive aspects to encourage all members to attend.
4. Discusses layout, menu, prices, taxes and gratuity, guaranteed numbers (overage and shortage), snowy day disclaimer, and deposits with the event restaurant or caterer.
5. Sends an email notification to the membership for each event and supplies appropriate copy to describe the event.
6. Confirms program and any equipment, such as podium or microphone that might be needed for a speaker.
7. Notifies the Treasurer so that the speaker is included in the final reservation count. The guest speaker's meal, at the discretion of the Program and Social Chairperson, may be a Club expense.
8. Introduces the speaker when appropriate.
9. Takes reservations for social events and prepares reservation lists.
10. Collects non-refundable reservation checks for Happy Hours and other events from the PO Box in order to create name tags for all members that plan to attend.
11. Picks up event reservations from the post office box. Gives the monies collected for the events to the Treasurer.
12. Attends social events with reservation list and distributes name tags. Arrives early to set up before people start arriving.
13. Attends the function to ensure that all details agreed upon are handled as requested.
14. Confirms count of people served with the Treasurer before the Treasurer pays the bill. Insures that checks are available for any payment due.
15. Sends thank-you notes to the hosting location person(s) following each Club Event and Program.

16. Schedules a venue, and manages, the ENN Holiday Party (usually held sometime in early December if one is to be held). Determines the per person price to attend for members and guests.
17. Schedules a venue, and manages, the ENN Summer Party (usually held sometime in late June if one is to be held). Determines the per person price to attend for members and guests.
18. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.
19. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Program and Social Chairperson.

## Publicity Chairperson

1. Attends all Board meetings and informs President if unable to attend.
2. Operates as the key person in promoting community awareness in the Evergreen and surrounding areas. Presents the Club as a vital, active and welcoming organization.
3. Works with the President and the Membership, Hospitality, and Program and Social Chairpersons on various publicity approaches to encourage membership and Club participation.
4. Maintains an updated version of the Club's brochure, initiating updates and reprints as the need arises.
5. Distributes Club brochures to local realtors, the Chamber of Commerce, any interested merchants, the Evergreen Public Library, and the Welcome Wagon. Explores other sources for distribution to increase public awareness of the Club and its activities.
6. Collects information from Program and Social Chairperson about monthly events that should be announced in the local newspaper outlets.
7. Promotes Club by submitting various articles and "teasers" to local media including the *Denver Post's* "Your Hub" on Thursdays, *The Mountain Connection*, *Serenity*, *Canyon Courier* and local area websites (Chamber of Commerce, etc.). Articles submitted to the *Canyon Courier* must be delivered to its staff or sent by e-mail by the Thursday morning prior to the Wednesday publication.
8. Creates own site at YourHub.com in order to publish articles and photos in the special weekly supplement to the Denver Post.
9. Prepares posters or flyers concerning the Kickoff Event or other events that the Club wishes to publicize to the general public. Places them at various locations around town, such as grocery stores, the Park and Recreation Centers, the local Public Libraries and the Evergreen Chamber of Commerce.
10. Provides the Webmaster with regular Facebook and Social Media entries to encourage new membership.
11. Completes the Transition Feedback worksheet (Exhibit A) and submits it to the Nominating Chairperson at the January Board meeting.

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12. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Publicity Chairperson.

## Webmaster

1. Attends all Board meetings and informs President if unable to attend.
2. Designs, maintains, and publishes the Club Website.
3. Ensures that domain name reservation and hosting bills are paid, as required. Submits bills to Treasurer for payment or reimbursement.
4. Maintains links to community websites. Ensures that the Newcomers Worldwide Directory links to the Club Website.
5. Solicits content from the Board, Activity Group Leaders, and others for the Club Website.
6. Maintains current Club information on the Club Website.
7. Coordinate with the Activity Groups Chairperson to add or delete Activity Group pages, as required.
8. Maintains Board member page.
9. Coordinates with the Activity chairperson to maintain an electronic copy of all the members Indemnification Agreement forms.
10. Posts the monthly Newsletter and President's message to the Club Website.
11. Notifies the Membership Chairperson that the Newsletter has been posted.
12. Posts the slate of nominees for Board positions as provided by the Nominating Chairperson.
13. Makes any necessary Club Website corrections, as required.
14. Updates the event reservation forms, as required.
15. Updates the Membership Enrollment Form, as required.
16. Maintains the ALLMEMBERS, the BOARD and the contact Gmail database for use by the Board.
17. Administers Facebook account. Grants access, removes any advertising, and monitors the ENN event calendar to include official Club events only.
18. Administers the Social Media accounts and monitors the feeds.
19. Completes the Transition Feedback worksheet (Exhibit A) each January and submits it to the Nominating Chairperson at the January Board meeting.
20. Maintains a continuity file/notebook which contains a history of your position and any additional information that might be helpful to the succeeding Webmaster.

**Exhibit A**  
**Evergreen Newcomers and Neighbors**

**Board Transition Feedback**

Name & Board Position Held:

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Aspects of serving in this position that have been challenging for me:

Aspects of serving in this position that have been rewarding to me:

Changes I think should be made to this position and other thoughts to pass on to my successor:

Estimated number of hours per month spent in this position: