



# Montego Bay Civic Association

## **BOARD OF DIRECTORS**

### Operational, Administrative, and Procedures

## **MANUAL**

## August 11, 2012

**PURPOSE:** This Board of Director's Operational, Administrative, and Procedures Manual (hereinafter referred to as the Director's Manual or Manual) is initially established by the 2011-2013 Board of Directors, to define the procedures the Board will take to carry out the duties and responsibilities required by the MBCA Declaration of Restrictions, the MBCA Bylaws, and the MBCA Articles of Incorporation. This manual is also to serve as a guideline and document the requirements for the day-to-day operations of the Montego Bay Civic Association (MBCA), Inc.

### **OFFICE PROCEDURES**

1. The seasonal office hours of the Montego Bay Civic Association principal office for customer and member services are established below:  
March 15 – September 15    10AM-2PM, Tues., Wed., Fri., Sat.  
September 16 – March 14    10AM-2PM, Wed., Sat.
2. The President may designate additional office hours for the purpose of operational support needing uninterrupted time to complete. During office operational hours, the office will not be open for customer or member services. The total hours (open and operational) shall not exceed more than 30 hours in any one week.
3. The office shall be closed an hour before the start of General Membership Meetings off-site and will re-open within an hour after the end of the General Membership Meeting.
4. The office will be staffed by the Administrative Assistant employee. The workday hours are set by the President. The Administrative Assistant works directly for the President and supports the other Directors as directed and established by the President.
5. In the event the employee is absent, the Vice President will ensure office coverage. The President will make the determination to close the office. No one providing office coverage, in the absence of the Administrative Assistant, will be paid.
6. The main MBCA computer is the location for the official and up-to-date records, database, correspondence, member status and information, and is not to be exported for use outside of the office without the permission of the President. Any changes to any of the records or databases exported must be exported back to the main MBCA

computer and imported to update the official record on a schedule approved by the President.

7. The position of the Administrative Assistant is one of confidentiality and custodian of sensitive information regarding Owners' privacy and management of the Association. Additionally, the Administrative Assistant is responsible for ensuring resources (such as materials and office supplies and equipment) are used for official MBCA business. Any breach of this trust or misuse of resources, at any time after discovery, may be cause for immediate dismissal by the President without the need for approval of the Board or any other Director. In addition, any Director who knew of the breach of trust and did not notify the President will be discussed at the next meeting of the Board and an appropriate corrective action, including suspension and initiating the removal process, will be determined by the Board.
8. No one employed by the Association shall be eligible to serve as a voting member of a committee or ad hoc advisory body. Employees of the Association will receive compensation (such as compensatory time) to attend committee meetings, if their expertise is required, with the written consent of the President. No overtime can be approved for employees to attend committee meetings.
9. The Administrative Assistant shall:
  - a. ensure that the electronic files, and/or computers, are password protected and informs the President of the password. Further distribution of the password is the responsibility of the President, only.
  - b. turn on the "open" sign and the American flag will be flown whenever the office is open for member services.
  - c. order office supplies and other items as authorized by the President.
  - d. ensure all doors are locked and secured; lights and appliances are turned off, and set the HVAC system as directed, at the end of each workday.
  - e. not leave the office with any keys other than the key to the building.
  - f. staff the office on the day of scheduled Board of Director's meeting and shall arrive 30 minutes before the meeting start time.
  - g. staff and/or support the sign-in process at all General Membership Meetings, as directed by the President.
  - h. designates in the database Lot Owners who are not-in-good standing and those lots that have been cited for violation of community standards. The lot is flagged with a future date to remind the President and, if directed, the Chairman of the Architectural and Permit Review Committee, that a re-inspection is due. Removes the flag on the property account once approval is given by the President.