

# Role description - chapter operations director

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## Key Responsibilities:

- Central point of contact for volunteer management and all chapter administrative practices, information, etc
- Primary liaison with Membership and Volunteer Engagement COE President to ensure timely and effective selection, vetting and placement of chapter leaders.
- Manages the nomination and submission process for HBA's chapter recognition awards
- **Chapter operation:** organizes preparation, execution and manages follow ups of chapter exec committee and board meetings
- **Governance:** ensures chapter-wide compliance with association governance requirements
- **On-boarding:** supports creation of materials and delivery of chapter specific volunteer onboarding
- Provide monthly chapter board reports to regional deputy chair
- Creates and manages an engaged group of volunteers, as needed, to fulfill the chapter operations director role

## Key tasks of chapter executive committee:

- Set the vision and key strategic initiatives for the chapter in collaboration with the chapter board and in alignment with the HBA vision and strategic imperatives
  - Ensure the chapter is in compliance with all HBA operating policies and bylaws and all relevant laws in their jurisdiction
  - Ensure the chapter is in compliance with financial guidelines and policies
  - Participate in association meetings and discussions to drive offering, process and value innovations and continuous improvement
  - Motivate, engage and empower board members and committee chairs
  - Track and monitor key chapter deliverables and progress towards goals
  - Ensure all board members actively participate with their respective HBA functional colleagues
  - Foster volunteer recruitment and recognition efforts; oversee board orientation; establish effective leadership within each functional area in support of the chapter goals; manage chapter succession planning
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