

Nampa Association of REALTORS®

Personnel and Office Policies



Table of Contents

Article 1. PERSONNEL POLICY.....	<u>33</u>
Section 1. PROHIBITION ON REAL ESTATE LICENSING BY STAFF	<u>33</u>
Section 2. EXECUTIVE OFFICER JOB DESCRIPTION	<u>33</u>
DUTIES/RESPONSIBILITIES OF THE EXECUTIVE OFFICER.....	<u>33</u>
Section 3. POLICY AND SUPERVISION.....	<u>54</u>
Section 4 EMPLOYEE RELATIONS AND EQUAL OPPORTUNITY	<u>54</u>
Section 4. NAOR OFFICE HOURS.....	<u>55</u>
Section 5. BENEFITS.....	<u>55</u>
Section 6. HOLIDAYS.....	<u>55</u>
Section 7. VACATIONS	<u>65</u>
Section 8. PERSONAL RECORDS.....	<u>66</u>
Section 9. PAY PERIODS.....	<u>66</u>
Section 10. PERFORMANCE EVALUATIONS	<u>66</u>
Section 11. LUNCH.....	<u>76</u>
Section 12. TARDINESS	<u>76</u>
Section 13. PERSONAL APPEARANCE	<u>76</u>
Section 14. ABSENCES FROM WORK	<u>76</u>
Section 15. ALCOHOL AND DRUGS.....	<u>77</u>
Section 16. TIME OFF.....	<u>77</u>
Section 17. WORKING WITH MEMBERS AND MEMBER OFFICES.....	<u>77</u>
Section 18. PERSONAL PHONE CALLS AND VISITS.....	<u>77</u>
Section 19. DISCIPLINARY ACTION	<u>87</u>
Section 20. HARASSMENT	<u>87</u>
Article 2. AMENDMENTS.....	<u>88</u>
Section 1. AMENDMENTS.....	<u>88</u>
Nampa Association of Realtors® Communications & Service Policies.....	<u>99</u>

Personnel and Office Policies of the Nampa Association of REALTORS®[®], Inc.

DISCLAIMER

This policy is intended to acquaint employees with the general personnel policies and guidelines of the Nampa Association of Realtors®. It shall not be construed as an employment contract between NAOR and any of its employees. Employment with the Association is for no definite period of time and may be terminated at any time, without prior notice, and without cause. The policies stated here are subject to revocation or change at management's discretion and without prior notice.

Article 1. PERSONNEL POLICY

Section 1. PROHIBITION ON REAL ESTATE LICENSING BY STAFF

Paid Association staff is prohibited from holding active real estate licenses during their employment with the Nampa Association of REALTORS®. Any activity associated with holding a real estate license must cease by the employees first day of work. Any violation of these rules can result in immediate termination.

Section 2. EXECUTIVE OFFICER JOB DESCRIPTION

DUTIES/RESPONSIBILITIES OF THE EXECUTIVE OFFICER

Oversee bylaws changes & report to NAOR.
Bill and collect dues from general membership.
Gather information and prepare weekly notes to e-mail and fax to all agents/offices.
Gather information and prepare meeting agendas (executive & general membership) and send to board of directors.
Review meeting notes of prior meetings and make copies.
Secure menu and meeting details for general membership meeting. Perform necessary follow-up.
Luncheon notice- creates, e-mail & fax
Bills for luncheons- create, e-mail & fax or mail
Luncheon lists- create, e-mail & fax
Deliver money and receipts to luncheon and arrange for cashiers
Reconcile money boxes and make deposit with the supervision of the Treasurer or a member of the Executive Committee
~~Gather information and prepare tour sheet. Fax and e-mail to all agents/offices~~
~~Four meeting sponsors and reminders~~
~~Set up tour meeting directors~~
~~Set up tour meeting sponsors~~
~~Keep church stocked with supplies for tour meeting~~
~~Open meeting facility at 8:00 a.m. sharp for tour meeting~~
Sign-up new members:
Prepare proper paperwork.

Verify members license number with real estate commission.

Issue receipt

Collect dues and send to state with proper forms.

Enter information on the national realtor database.

Follow up on realtors/affiliates who have not paid dues.

Gather information, update and send weekly reports -create e-mail & fax.

Payroll reports

Corporate reports

Tax reports

Reports to county (property)

Reports and surveys to NAR & IAR

Insurance reports

Correspondence

Update e-mail addresses and fax numbers

Member changes – word document

NRDS updates (deleting, changes, additions)

Peruse:

Paper

Magazine (REALTOR® EO)

Releases by NAR

Education materials (code of ethics, etc..)

Releases by state

Releases by the real estate commission

Videos released by NAR/IAR

Grievance:

Continuing education for EO

Preparing documents for those who wish to file.

Setting up meetings for grievance committee

Errands:

~~Purchase items for tour meeting and deliver~~

Purchase items for office

Ordering and critiquing plaques

Picking up items from printer

Send cards and flowers to ill/bereavement

Send thank you notes to speakers etc.

Make arrangements for President:

~~Parade details (parade America)~~

Conventions

Special meetings

Chamber luncheon

Questions of IAR

Questions of NAR

Pay bills

Oversee office operations, equipment, software, etc..

See to the everyday information needs of realtors, affiliates and the public.

Policy & procedures amendment

Section 3. POLICY AND SUPERVISION

The Chief Executive Officer shall govern all policies and supervision unless the Chief Executive Officer has given specific authority to another designated staff member, and has so indicated this authority to the employees.

Section 4 EMPLOYEE RELATIONS AND EQUAL OPPORTUNITY

NAOR hereby reaffirms its policy of providing nondiscriminatory facilities and its intent to comply with all laws that prohibit discrimination based on race, religion, sex, age, national origin, or physical or mental disability, sexual preference, ancestry, martial status, or unfavorable discharge from military. With respect to all employment decisions, including but not limited to hiring, promotions, job assignments, discipline, and termination of employment

Section 4. NAOR OFFICE HOURS

The Nampa Association of Realtors® office is open 10:00 A.M. to 4:00 P.M. Monday through Friday. NAOR is a smoke free facility.

~~THE WORK DAY~~

~~The workday for the Chief Executive Officer shall be from 8:30 A.M. until 12:00 P.M. and from 1:00 P.M. until 3:00 P.M. Monday through Friday. All full time employees will be paid on a salary basis. All part-time employees will be paid on an hourly basis. A starting and quitting time will be established for each day, including lunch periods. Any time worked beyond the regularly scheduled time will only be compensated for if requested and/or approved by the Chief Executive Officer, or their designee.~~

~~REVIEW PERIOD~~

~~During the first three months of employment, the Chief Executive Officer will consider employees probationary subject to evaluation. An employee review may be conducted after three months. Other reviews may take place from time to time. Completion of the review period shall not guarantee continued employment. NAOR reserves the right to terminate employment at any time before or after the review period is completed.~~

Section 5. BENEFITS

Health insurance – Upon a 30-day waiting period, and after approval of application, each salary employee will be entitled compensation for an insurance plan, as established by the Board of Directors.

Section 6. HOLIDAYS

~~Holidays will be those Holidays and dates, identified by the Idaho Secretary of State pursuant to Idaho Code 73-108, such as:~~

2013		
January 1, 2013	New Year's Day	Tuesday
January 21, 2013	Martin Luther King Jr. / Idaho Human Rights Day	Monday
February 18, 2013	President's Day	Monday
May 27, 2013	Memorial Day / Decoration Day	Monday
July 4, 2013	Independence Day	Thursday

September 2, 2013	Labor Day	Monday
October 14, 2013	Columbus Day	Monday
November 11, 2013	Veteran's Day	Monday
November 28, 2013	Thanksgiving	Thursday
December 25, 2013	Christmas Day	Wednesday

Section 7. VACATIONS

In order to provide you with time away from your job for personal use, the Nampa Association of REALTORS® provide full time employees with vacation time off with pay.

Full-time, permanent, employees are eligible to begin vacation time accrual as of their first day of employment.

Vacation is earned at the following work rate:

Under 3 year's employment- 0.83 days per month (10/yr)

3 years to 5 years employment – 1.25 day per month (15/yr)

Over 5 year's employment - 1.67 days per month (20/yr)

Over 10 year's employment - 2.09 days per month (25/yr)

No one will receive pay in lieu of vacation unless his/her relationship with organization is terminated or if staffing needs are such that it is mutually agreed upon that it is in the best interest of the organization for the employee to remain at work. Then, employees receive a lump sum, minus applicable taxes, for vacation time earned but not taken. The maximum vacation balance which may be accrued at any time is 30 days and the said amount is the maximum that is reimbursable upon termination.

All vacation time must be scheduled for a time, which is mutually agreeable to you and your supervisor.

Please keep in mind that we must maintain adequate staffing at all times in order to provide proper services to our members.

If two or more employees request the same period for vacation time and the vacation time cannot be granted at the same time due to staffing needs, then seniority will govern in choice of vacation time schedules.

If a holiday occurs when you are using vacation time then you will be granted an additional day off with pay.

Section 8. PERSONAL RECORDS

Any change in your marital status or the number of children or other dependents in your immediate family should be reported promptly to the Bookkeeper. This information has a direct bearing on your insurance coverage and benefits and on the amount of your payroll deductions for income taxes. We must also know where to contact you in case of changes in work schedules, or your family in case of emergency. For these reasons it is important for you to advise us of any change in your home address or telephone number.

Section 9. PAY PERIODS

Employees are paid on a two week basis.

Section 10. PERFORMANCE EVALUATIONS

The Chief Executive Officer will conduct employee performance evaluations annually.

The Executive Committee will conduct Chief Executive Officer Performance evaluations annually.

Section 11. LUNCH

Full time employees may take one hour for lunch. Part time and temporary employees may take up to an hour for lunch; however, they are not paid during this time.

Section 12. TARDINESS

An employee who habitually comes to work late will be reprimanded, a letter of reprimand will be placed in their personal file and continued tardiness may be reason for dismissal.

Section 13. PERSONAL APPEARANCE

The Association office is a professional office. At all times, a professional appearance and attitude is to be conveyed. This includes: appropriate dress, a friendly and helpful manner, neatness of desk and work area, as well as the entire office, and whole professional work environment. All employees must do their part to convey this professional atmosphere. In promoting and maintaining the professional and business-like image for the Association you should be neatly groomed at all times. While slacks are permitted and acceptable attire, they should be neat and fit appropriately. Shorts, unless of the dressy skirt type, are not acceptable.

Section 14. ABSENCES FROM WORK

Part time employees will be allowed absence from work without pay as approved by the Chief Executive Officer. Salary employee's absent policy will be established by the Board of Directors.

Section 15. ALCOHOL AND DRUGS

Alcohol and Drug abuse will not be tolerated by NAOR. An employee suspected of drug or alcohol use in the workplace is subject to immediate dismissal. The Association reserves the right to require you to submit to a drug and/or alcohol test at its discretion. If you refuse to take a drug and/or alcohol test, you will be dealt with accordingly. Alcohol may be made available during Association activities under specific circumstances. In the event of an Association-sponsored activity or while on Association business at which alcoholic beverages may be served or allowed, you are expected to conduct yourself in such a manner that you do not represent a danger to yourself, to other employees, to the general public, or to the Association's reputation. Prior approval by the Chief Executive Officer is required for an Association-sponsored activity where alcohol will be brought on Association property.

Section 16. TIME OFF

The Chief Executive Officer or a designee must approve time-off.

Section 17. WORKING WITH MEMBERS AND MEMBER OFFICES

The Chief Executive Officer must approve any mass mailings to Brokers, Offices, Realtors or Affiliates.

The Chief Executive Officer must approve all Real Estate Office visits.

Section 18. PERSONAL PHONE CALLS AND VISITS

Personal phone calls and visits are permitted, however, we ask that you limit your calls and visits, personal calls and visits should not exceed five minutes. Please do not abuse this policy.

Section 19. DISCIPLINARY ACTION

NAOR will use the following procedure for discipline.

- Verbal warning
- Written warning
- Probation
- Termination

Section 20. HARASSMENT

All provisions and guidelines appearing in the Bylaws document of the NAOR will be observed.

Article 2. AMENDMENTS

Section 1. AMENDMENTS

These Policies & Procedures may be amended by a majority vote of the Board of Directors present and qualified to vote at any meeting at which a quorum is present. The Board of Directors shall have the authorization to amend these Policies & Procedures from time to time as voted and approved in Board of Directors meetings, as long as amendments stay within the guidelines of the NATIONAL ASSOCIATION OF REALTORS® Bylaws, Policies and Rules and Regulations.

Nampa Association of Realtors® Communications & Service Policies

As a service organization, NAOR is obligated to make the best and most effective use of all forms of communications with members and our other constituencies (our customers). Good customer service requires us to be proactive, responsive, and supportive of our customers. Toward the objective of achieving excellent customer service, the following policies are established:

Courtesy: The major function of a Realtor® Association is to provide service to its members and the public. Simple deeds such as a cheerful greeting, acknowledging the member by name, a pleasant smile, and a sympathetic ear can help establish and maintain the proper atmosphere essential to an effective and inviting office.

Responsiveness: It is our policy to make every effort to respond to customer requests within the following time frames:

- ◆ Communications received by mail: within 24 hours of receipt
- ◆ Telephone, fax, and e-mail communications: same day or, if received late in the day, not later than mid-day on the next business day

Persistence: It is our policy that staff will persist in their attempts to bring closure to the communications loop by persisting in efforts to contact members and other customers, even when attempts to reach them result in “telephone tag” and the like. Our responsibility to reach members and customers does not end by making one or two attempts to contact them; our responsibility ends only when we make contact and complete the communications transaction.

Accessibility: NAOR staff members are expected to be accessible as much as possible so that our communications with members and others will be successful. Because we need to be accessible, it is our policy that staff should not use the “do not disturb” capabilities of our telephone system unless absolutely vital to ensure meeting a deadline for an important project. In any event, that function should be used as little as possible.

E-mail Policy: We encourage the use and exploitation of electronic forms of communication and information exchange, including e-mail, because e-mail can make communication more efficient and effective. Employees must understand that electronic communications are Association property and their purpose is to facilitate Association business.

Communications and Protocol & Consistency: To maintain and enhance NAOR’s visibility and stature among our members and other constituents, it is imperative that we present a consistent image. The “public face” of NAOR must be that of a professional, progressive, competent, and value-based organization. To that end, NAOR may require specific formats to be used on outgoing communications, such as faxes, letters, reports, minutes, agendas, etc. In addition, NAOR expects that staff will employ grammar and spell-checking capabilities before materials are distributed; this simple process will help minimize errors and will help maintain our image as a professional organization that employs competent professionals.

Complaints from the Public:

Only the Chief Executive Officer will handle complaints from the public and only the CEO will accept any summons delivered to NAOR.

Employee Receipt:

I hereby acknowledge that I have read the Nampa Association of REALTORS® “Manual and Personnel Policies” and that I fully understand the policies, guidelines and disclaimers stated therein.

This manual is information in nature and used by NAOR to guide in its discretion. The company may revoke, modify or amend the manual at any time and without prior notice.

Signed: _____

Dated: _____