



Puget Sound Chapter
of STC
Volunteer Handbook

Created by the STC-PSC Office: (2001)
Updated (9-2004) (1-2012)

Copies available from:
Volunteer Coordinator
Puget Sound Chapter
www.stc-psc.org

Table of Contents

| | |
|---------------------------------------------------|----|
| Introduction | 3 |
| Programs | 4 |
| Education..... | 6 |
| Membership..... | 8 |
| Public Relations | 9 |
| Nominating | 11 |
| Hospitality..... | 12 |
| Employment..... | 14 |
| Communications..... | 16 |
| Competition | 19 |
| Scholarship | 21 |
| Special Projects | 23 |
| Volunteer Coordinator | 24 |
| Ethical Behavior of Puget Sound STC Members | 25 |

Introduction

STC is a volunteer organization. We do not get paid for our efforts. However, STC rewards those who volunteer by giving them the benefit of a membership organization that emphasizes professional development, networking, and above all, a sense of belonging. STC offers individuals the opportunity to exercise their talents and learn skills outside of their business environment by volunteering.

Anyone who has volunteered for the Chapter will tell you what a positive experience it was both professionally and personally. The Chapter Volunteer Coordinator tries very hard to ensure your interests and the needs of the Chapter are met. In this way, the volunteer experience creates a win-win for both the volunteer and the membership at large.

Recruiting and keeping volunteers is how we grow in an organization. It makes our professional and personal networks strong. Only when we are strong can we best serve our professional community. Volunteers give their best when they are listened to, guided, rewarded, and assessed. (Committee managers are encouraged to read the Nurturing Volunteers portion of the STC Chapter Handbook.)

Giving our best requires we meet the expectations set out for each committee as well as the roles assigned, either as a committee manager or as a committee member. This volunteer handbook details many of these requirements as designated by the STC Chapter Handbook section dealing with *Leading a Volunteer Board*.

Programs

The Programs Committee plans, schedules, and coordinates programs for chapter meetings and workshops. These programs should meet the professional growth needs of the Chapter. An annual survey of the chapter membership will help identify these needs. This same survey will also help identify a need for additional workshops and seminars.

Committee Duties:

- ◆ Suggest program ideas and contact speakers.
- ◆ Arrange (through the Hospitality Committee) to receive and record reservations and advance payments for meetings and special events.
- ◆ Promote event:
 - Create the event on Eventbrite.
 - Provide information about the event to the Webmaster.
 - Ask the Webmaster to remove old information from the website.
 - Provide details of each program to the Newsletter Editor at least ten days before the publishing deadline for the program description to be included in the next newsletter issue.
- ◆ Set up webinar:
 - Test webinar technology prior to each meeting.
 - Make sure that presenter can be heard.
 - Upload slides for presentation if appropriate.

Manager Duties:

The Programs Committee Manager sets the tone for the committee, leading the committee members to fulfill the duties of the Programs Committee as directed by the Administrative Council or Board of Directors.

- ◆ Conduct periodic surveys of mailing list members to determine areas of interest.
- ◆ Develop a budget for planned projects for the year. No projects (including funding) can proceed without the approval of the President. Funding requests are only approved at budget time, typically September.
- ◆ Obtain biographical and presentation data from each speaker.
- ◆ Provide a list of meetings and workshops to the Public Relations Manager and Newsletter Editor for promotion.
- ◆ Keep open and active lines of communication between the committee and each speaker from initial contact through the presentation.

- ◆ Schedule speakers, meeting places, and meeting dates with the concurrence of the President or Administrative Council.
- ◆ Design, arrange, publicize, and conduct at least one seminar or workshop aimed at improving the technical communication competencies of chapter members and others in conjunction with the Education Committee Manager—to be approved by the Administrative Council.
- ◆ Inform the Hospitality Committee Manager of upcoming events where greeters, room monitors, audiovisual equipment, door prizes, speaker gifts, and refreshments may be needed.
- ◆ Arrange locations and food for meetings and workshops.
- ◆ Coordinate the preparation of meeting and workshop notices with the PR Committee and Website Committee.
- ◆ Schedule at least one joint activity with another local or regional professional communications group, if possible.
- ◆ Develop a procedure manual for the Programs Committee and post it on a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.
- ◆ Coordinate the planning and operation of various chapter activities such as seminars, competitions, and banquets when requested by the President.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Education

Committee Duties:

- ◆ Offer suggestions for seminars or workshops to the Programs Committee Manager.
- ◆ Work with the Newsletter Editor to write a regular education column featuring:
 - What's new in the field of technical communication.
 - Descriptions of local technical communication programs.
 - Tips and techniques for various technical communication specialties.
- ◆ Write book reviews about technical communication for the chapter newsletter and offer this same service to the STC journal, *Technical Communication*.
- ◆ Work with the Webmaster on an education web page describing resources—online, manual, and in-person—which members can access to further their professional development.
- ◆ Work with the Webmaster to encourage volunteer activity.
- ◆ Work with the Public Relations Committee Manager to publicize upcoming educational programs and events.

Manager Duties:

The Education Committee Manager sets the tone for the committee, leading the committee members to fulfill the duties of the Education Committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically September.
- ◆ Serve as chapter liaison to related STC international committees.
- ◆ Publicize educational and professional development opportunities in the newsletter and at chapter meetings, such as calls for papers for professional meetings, communication courses, and surveys related to education and training.
- ◆ Design and coordinate at least one innovative educational activity for members.
- ◆ Develop a procedure manual for the Education Committee and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month).

Membership

Committee Duties:

- ◆ Maintain a complete, up-to-date mailing list, including names supplied by STC (<http://www.stc.org/mystc/resources/community-reports>) as well as those gathered from chapter meeting and event attendance records.
- ◆ Work with the Public Relations Committee to publicize membership drives.
- ◆ Help the Membership Manager to prepare and publish a membership directory each year (members now have unlimited online access to their fellow members.)
- ◆ Provide membership information to non-members and organizations with legitimate requests, as approved by the Administrative Council or the Board of Directors.

Manager Duties:

The Membership Committee Manager sets the tone for the committee, leading the committee members to fulfill the duties of the Membership Committee as directed by the Administrative Council or Board of Directors.

- ◆ Welcome new members via an e-mail greeting, performed monthly.
- ◆ Submit membership material (additions, deletions, changes) to the Newsletter Editor monthly, including articles that recruit new members and recognize existing members' professional accomplishments.
- ◆ Update Welcome and New Member kits and brochures for distribution at monthly meetings and quarterly orientations.
- ◆ Facilitate the "new member" table conversation at the beginning of chapter meetings.
- ◆ Organize and direct an active annual membership drive between October and December using membership-recruiting brochures and working with the Hospitality and Public Relations Committee Managers.
- ◆ Develop and maintain a procedure manual for the Membership Committee and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.

Monthly Tasks:

Submit a status report at the monthly chapter meetings regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Public Relations

Committee Duties:

- ◆ Publicize:
 - Members' professional accomplishments to the Newsletter and Website Committees.
 - Competitions.
 - The STC international public relations competition.
 - The annual officer elections with the help of the Nominating Committee.
 - The annual job fair, vendor show, or other chapter or external employment events with the help of the Employment Committee.
- ◆ Assist the Sponsorship Committee Manager with ideas to get sponsorship funds for such chapter activities as:
 - Web
 - Newsletter
 - Scholarship
 - Monthly meetings
 - Competitions
 - Special events (e.g., 2005 STC Conference in Seattle)
- ◆ Develop publicity for the Chapter and its activities such as monthly meetings, seminars, competitions, or special events and distribute this information to other professional organizations and the media, including social media outlets.
- ◆ Mail new members copies of the most recent issue of the chapter newsletter.

Manager Duties:

The Public Relations Committee Manager sets the tone for the committee, leading the committee members to fulfill the duties of the Public Relations Committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.
- ◆ Increase business and public recognition of the Chapter and the Society.
- ◆ Publicize STC goals, programs, and services to members and prospective members.
- ◆ Establish a public relations liaison with other STC chapters and branches of other communication organizations.
- ◆ Help prepare brochures and flyers as needed for the Chapter's projects and events.

- ◆ Develop a list of local and regional media sources to publicize chapter events.
- ◆ The Public Relations Manager (or representative) *may* sit on the Competition, Programs, Education, and Membership Committees to coordinate publicity for each activity with those of the Chapter as a whole.
- ◆ Develop a procedure manual for the Public Relations Committee and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Nominating

Committee Duties:

- ◆ Use the networking portion of the monthly chapter meeting and other chapter events as a forum for inviting and encouraging members to run for office or to suggest possible candidates. The officers are: President, Vice-President, Secretary, and Treasurer.
- ◆ Work with the Public Relations Committee Manager to publicize the upcoming officer elections through email and the website.
- ◆ Work with the Communications Committee to deliver the biographical information of all the candidates.

Manager Duties:

The Nominating Committee Manager (typically the Vice President, unless the VP has taken on other additional tasks), sets the tone for the committee, leading the committee members to fulfill the duties of the Nominating Committee.

There is no budget allowance for the Nominating Committee. Reasonable expenses, however, may be submitted.

- ◆ Direct a committee of three to five members, who should have a wide circle of acquaintances within the Chapter.
- ◆ Conduct a preliminary planning session to assign responsibilities, establish deadlines (refer to the bylaws), and distribute copies of the membership roster.
- ◆ Invite members, through the newsletter, chapter website, and announcements at chapter meetings, to run for office or to suggest possible candidates.
- ◆ Develop a procedure manual for the Nominating Committee and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.

Monthly Tasks:

Elections are in May, so nominating activities at chapter meetings, website, social media, newsletter, and email communications, should begin in the January-February timeframe.

Hospitality

The Hospitality Committee serves as the Chapter's official host.

Committee Duties:

- ◆ Welcome members and guests attending chapter meetings, workshops, seminars, and other events.
- ◆ Introduce guests and new members to officers and other members.
- ◆ Distribute tickets for door prizes at the chapter meetings.
- ◆ Act as room monitor for speakers at monthly meetings, seminars, or workshops.
- ◆ Offer suggestions to the Hospitality Committee Manager for door prizes given away at monthly meetings.
- ◆ Answer questions about the Chapter, its events and goals, as well as those of the Society.
- ◆ Use event evaluation forms to identify volunteering interests and to provide suggestions for future chapter activities.
- ◆ Direct those members inquiring about:
 - Membership to the Membership Committee Manager.
 - Education and programs to the Education and Programs Committee Managers respectively.
 - Volunteer opportunities to the Volunteer Coordinator.
 - Employment opportunities to the Employment Committee Manager.

Manager Duties:

The Hospitality Committee Manager sets the tone for the committee, leading the committee members to fulfill the duties of the Hospitality Committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.
- ◆ Purchase a selection of door prizes for monthly chapter meetings and other hospitality events, as agreed by the President.
- ◆ Solicit door prizes from chapter sponsors or vendors.
- ◆ Purchase small tokens of appreciation for monthly guest speakers, as agreed by the President, or in coordination with the Programs Committee Manager.
- ◆ Give names and e-mail addresses of non-members to the Public Relations Committee Manager to add to e-mail list.

- ◆ Organize Hospitality Committee members.
- ◆ Develop a procedure manual for the Hospitality Committee and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.
- ◆ For each chapter meeting or event:

Before the meeting:

- Print a list from Eventbrite of those who have registered for the event.
- Note who has prepaid and who will pay at the door.
- Gather supplies for the meeting - nametags, signs, door prizes, etc.
- Coordinate cash/cash box with chapter Treasurer.

At the meeting:

- Post signs at the venue to help attendees locate the meeting room.
- Welcome attendees, accept payment, collect email addresses of attendees who want to be added to the chapter email list, direct attendees to seats and refreshments, etc.
- Distribute raffle tickets for door prizes.
- Assist with any setup that is needed.
- Award the door prizes at end of meeting.

After the meeting:

- Count receipts with Treasurer.
- Keep specified amount in cash box for next event and provide the remainder to Treasurer.
- Clean up venue and remove any signs that were posted.
- Provide email addresses to Public Relations Committee Manager.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Employment

The Employment Committee serves as a technical communication clearinghouse. Prospective employers looking to post, or STC members looking for jobs, can register with this committee, which coordinates the information.

The committee functions primarily as a service to local members, but its efforts serve as a valuable public relations tool in promoting the image and growth of the professional technical communicator. Prospective employers can complete the online job submission form to post an open position. The form is available on: www.stc-psc.org.

The primary function of the Employment Committee is to update the chapter website employment page weekly.

Committee Duties:

- ◆ Update the chapter website employment page with the Webmaster weekly.
- ◆ Publicize the annual job fair and other chapter employment events with the Hospitality and Public Relations Committee Managers.
- ◆ Work with the Newsletter Editor to announce the job fair and other chapter employment events, as well as those hosted by other organizations.
- ◆ Contribute employment how-to articles to the newsletter.
- ◆ Update the employment resource bank for the Employment website page by:
 - Researching local and regional job fairs.
 - Listing local and regional employment websites.
 - Listing local and regional employers.
 - Maintaining databases of local employers and companies that hire technical communicators.
 - Relaying hot tips for job seekers.
 - Reviewing books on resume, cover letter, and job-search strategies.

Manager Duties:

The Employment Committee Manager sets the tone for the committee, leading the committee members to fulfill the duties of the Employment Committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.
- ◆ Solicit corporations and recruiters to:
 - List employment opportunities on the chapter website.
 - Sponsor the chapter website or newsletter employment page.
 - Sponsor the annual job fair and other chapter employment events.

- ◆ Encourage hiring managers to promote their companies' job openings by distributing flyers, handing out business cards, and mentioning job openings at the monthly chapter meetings.
- ◆ Develop a procedure manual for the Employment Committee and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests (Due 1st business day of the month.)

Communications

The Communications Committee consists of the Communications Manager (who also serves as the Newsletter Editor and leader of the website), the Webmaster, and the Communications Committee members.

Committee Duties:

WEBSITE:

Organize and edit information received from various committees so that it fits onto the designated Website Committee page in the required format. Help the Webmaster to:

- ◆ Answer questions or respond to comments received via e-mail.
- ◆ Update the usability of the website.
- ◆ Design new web pages or a complete redesign of the website as directed by the President.

NEWSLETTER:

- ◆ Write, edit, produce, and mail (or post on the chapter website) an attractive, professional, accurate, and informative bi-monthly newsletter that reaches members every other month. (The STC second Vice-President, the STC offices, and the direct-sponsor should also be on your chapter's mailing list.)
- ◆ Understand and comply with standard guidelines for the ethical and responsible reporting of information.
- ◆ Generate support for production costs from local businesses and industries.
- ◆ Submit news about chapter meetings, conferences, or other items of interest to the STC membership and to the *Intercom* and *Timeline* editors.
- ◆ Assist in gathering and preparing material for the STC newsletter competition, at the President's request.
- ◆ Work with the Membership Committee to publish names of new members as well as articles about membership activities.
- ◆ Work with the Public Relations and Education Committee Managers to publicize chapter news and events, regularly.

Webmaster Duties:

The Webmaster sets the tone for the Website Committee, leading the committee members to fulfill the duties of the Website Committee as directed by the Administrative Council or Board of Directors.

Administrative:

- ◆ Recruit and oversee the website team (if applicable).

- ◆ Create and submit a budget for the fiscal year. Typically, due in June.
- ◆ Help to recruit and train a replacement before leaving as Webmaster.
- ◆ Maintain the board e-mail distribution list.

Website Maintenance Tasks:

- ◆ Take requests for the website.
- ◆ Add new content and expire old content on the following pages:
 - Upcoming Events Page
 - Job Opportunities Page
 - Employment Page (done by someone else)
 - Competition Page
 - Scholarship Page
 - Sponsorship Page
 - Volunteer Page
 - Officer and committee manager information
 - Current newsletter and newsletter archives
 - Regional and national STC and other communication conferences
 - Current and archived press releases
- ◆ Maintain functionality of website:
 - Example: Make sure that all links are clickable.

Larger Projects:

- ◆ Help implement the Content Management System.
- ◆ Redesign website.
- ◆ Maintain a procedure manual for the Webmaster that contains a protocol for updating the website. See Webmaster for location of document.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests (Due 1st business day of the month.)

Newsletter Editor Duties:

The Newsletter Editor sets the tone for the committee, leading the committee members to fulfill the duties of the Newsletter Committee as directed by the Administrative Council or Board of Directors.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.

- ◆ Establish a style guide for the newsletter and ensure all writers and editors comply.
- ◆ Work with the President to communicate chapter plans, objectives, goals, and progress.
- ◆ Recruit chapter members to assist with writing, editing, and producing the newsletter, and provide opportunities for input from other members.
- ◆ Assume joint responsibility for the quality, accuracy, and content of the newsletter. (Content should be received and approved by the President before publication.)
- ◆ Understand and comply with standard guidelines for the ethical and responsible reporting of information.
- ◆ Work with the Public Relations and Education Committee Managers to publicize chapter news and events by forwarding articles of interest to the public.
- ◆ Exchange newsletters with other chapters on a monthly or quarterly basis.
- ◆ Develop a procedure manual for the editor and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving as Newsletter Editor.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Competition

The Competition Committee is responsible for the annual chapter competition. Entries submitted to the annual competition fall into one of four STC categories: Informational Materials, Instructional Materials, Promotional Materials, and User Support Materials. The manager and the standing committee work *all year* to ensure smooth transition from one year's competition to the next because requirements and processes change from year to year.

Committee Duties:

- ◆ Publicize chapter competitions by writing email on behalf of the Competition Manager to be sent to the membership.
- ◆ Coordinate social media (such as Facebook, LinkedIn, and Twitter), as appropriate, to generate interest in entering the competition and in volunteering for judging.
- ◆ Help the Competition Manager to recruit and select judging managers and judges and provide training on the competition process.
- ◆ Assist in planning and arranging for recognition of competition winners. This includes organizing the banquet and publicizing the results of the competition to chapter members and others.

To fulfill these responsibilities, the Competition Committee must have the support of the Secretary (who provides mailing lists for related professional organizations, technical societies, and other STC chapters in the region) and the Treasurer (who provides information related to previous committee budgets). In addition, the Competition Committee works closely with these other chapter committees:

- **Hospitality** – The Hospitality Committee handles banquet details—recruiting volunteers to help set up the banquet, displaying entries at the banquet, greeting banquet guests, and so on.
- **Membership** – The Membership Committee supplies the current chapter mailing list.
- **Program** – The Programs Committee assists with arranging the venue and organizing the program for the awards banquet.
- **Public Relations** – The Public Relations Committee publicizes the competition and calls for judges as well as other publicity in support of the awards banquet.
- **Newsletter** – The Newsletter Committee provides articles on award winners, both at the chapter and international levels.
- **Website** – The Website Committee updates the website to reflect changed competition requirements and to provide Eventbrite payment information.

Manager Duties:

The Competition Committee Manager sets the tone for the committee, leading the committee members to fulfill the duties of the Competition Committee as directed by the chapter officers.

- ◆ Develop a budget for planned projects for the year ahead. No projects (*including funding*) can proceed without the approval of the President. Funding requests are only approved at budget time, typically June.
- ◆ Work with the Public Relations, Newsletter, and Website Committees to publicize the competition.
- ◆ Recruit and select judging managers for the four STC competition categories (Informational Materials, Instructional Materials, Promotional Materials, and User Support Materials).
- ◆ Help the judging managers recruit, select, and train judges.
- ◆ Conduct a judging manager's orientation, defining the judging managers' role, expectations, deadlines, etc., as required.
- ◆ Conduct an orientation session for judges and distribute the competition rules and judging forms.
- ◆ Coordinate banquet arrangements and proper accounting for monies received.
- ◆ Present the Best of Show awards at the annual banquet and ensure that all submitters receive their Merit, Excellence, and Distinguished awards.
- ◆ Encourage winning local entries to submit to the international competitions.
- ◆ Inform the Chapter and the Public Relations, Newsletter, and Website Committees of any international winners.
- ◆ Develop a procedure manual for the Competition Committee and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.

Monthly Tasks:

Submit a status report via email to the President and other chapter officers regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Scholarship

Committee Duties:

- ◆ Form a Scholarship Committee of three to five members from the current executive board, including the Education Manager if possible.
- ◆ Work with the Scholarship Committee Manager to review the scholarship applications.

Manager Duties:

The Scholarship Committee Manager sets the tone for the committee, leading the committee members to fulfill the duties of the Scholarship Committee as directed by the Administrative Council or Board of Directors.

There is no budget allowance for the Scholarship Committee. However, reasonable expenses can be submitted, including postage stamps, envelopes, and any other stationary supplies.

- ◆ Decide the number of scholarships and their amounts, and seek approval from the Board of Directors.
- ◆ Field all scholarship applications.
- ◆ Contact the instructors in the approved institutions to establish a contact person.
- ◆ Post scholarship flyers and otherwise provide information to the students.
- ◆ Update the submissions page and post to website.
- ◆ Work with the Public Relations and Newsletter Committee Managers to publicize the scholarship awards.
- ◆ Review all applications with the help of the Scholarship Committee. This involves setting up a review meeting, and providing advance copies of the scholarship applications. (If the number of applicants is under four, advance copies aren't necessary. Fewer applicants can be discussed in a single 2-hour meeting.)
- ◆ Filter the applications having merit and decide which applicant is awarded the scholarship.
- ◆ Work with the Treasurer to ensure payment is made to the scholarship recipient(s).
- ◆ Inform the scholarship recipient(s) of the award by email.
- ◆ Fill out the generic Scholarship page with each student's name and a brief biography (notably, school and program attended).

- ◆ Write a brief biography of each award recipient for the Newsletter. If convenient, invite the students to a meeting and introduce them to the membership.
- ◆ Write and send a formal congratulatory letter acknowledging the award. This can be a letter with chapter logo included, or a certificate of award (for their portfolio).
- ◆ Maintain the Scholarship manual.
- ◆ Develop a procedure manual for the Scholarship Committee and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.

Monthly Tasks:

During the Scholarship Review period, submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Special Projects

The President (with approval from the Board) may sanction or establish special projects or activities over and above the regular annual agenda. Usually the President appoints a Special Projects Committee Manager to direct such efforts.

There is no set budget for a Special Projects Committee until that committee is organized and presents the Board with a budget.

Examples of a Special Project Committee action:

- ◆ Appoint a special liaison (Eastern Washington, corporate sponsorship, regional conference, etc.).
- ◆ Establish special interest groups (e.g., audiovisual, consulting, communications, management, graphics, lone writer).
- ◆ Organize an overhaul of the chapter:
 - Website
 - Bylaws
 - Newsletter
 - Volunteer activities
 - Storage facilities
 - Membership directory

Volunteer Coordinator

Volunteer Coordinator Duties:

- ◆ Recruit volunteers on a one-on-one basis (either over the phone or in person).
- ◆ Set a goal to meet five members you didn't know before each meeting and ask the Administrative Council to do the same.
- ◆ Conduct regular volunteer orientation and training sessions (with the Membership Manager) and include all committee managers. Send out email reminders the week of the session.
- ◆ Publicize open volunteer positions via the newsletter, website, and monthly meetings.
- ◆ Answer queries from members and prospective members about chapter volunteer activities.
- ◆ Explain to all members, when recruiting, what is expected of them and steer them towards the online Volunteer Handbook.
- ◆ Try to match volunteers' interests with the needs of the Chapter.
- ◆ Offer training during the transition of committee managers, whenever possible.
- ◆ Offer volunteers one-time only or on-call tasks if time is a problem. Set up a volunteer sub-committee for volunteers who can work on an on-call or one-time-only basis.
- ◆ Work with the Hospitality Committee to organize an annual "Thank You" or "Volunteer Appreciation" party and include prizes or some form of recognition (Volunteer appreciation certificates or STC thank you notes are great!)
- ◆ Develop a procedure manual for the Volunteer Coordinator and post it to a shared place on the website.
- ◆ Recruit and train a replacement before leaving the committee manager role.

Monthly Tasks:

Submit a status report via e-mail to the President and Vice-President regarding all current and upcoming committee activities *including* expenses and funding requests. (Due 1st business day of the month.)

Ethical Behavior of Puget Sound STC Members

As technical communicators who are members of the STC, we are expected to already adhere to the items published in the Ethical Principles for Technical Communicators publication (reproduced below). The principles are online at this URL:

www.stc.org/ethical.asp.

The Puget Sound STC Chapter wishes to take this opportunity to remind all volunteer members of the importance of adhering to the principles.

As technical communicators, we observe the following ethical principles in our professional activities.

Legality

We observe the laws and regulations governing our profession. We meet the terms of contracts we undertake. We ensure that all terms are consistent with laws and regulations locally and globally, as applicable, and with STC ethical principles.

Honesty

We seek to promote the public good in our activities. To the best of our ability, we provide truthful and accurate communications. We also dedicate ourselves to conciseness, clarity, coherence, and creativity, striving to meet the needs of those who use our products and services. We alert our clients and employers when we believe that material is ambiguous. Before using another person's work, we obtain permission. We attribute authorship of material and ideas only to those who make an original and substantive contribution. We do not perform work outside our job scope during hours compensated by clients or employers, except with their permission; nor do we use their facilities, equipment, or supplies without their approval. When we advertise our services, we do so truthfully.

Confidentiality

We respect the confidentiality of our clients, employers, and professional organizations. We disclose business-sensitive information only with their consent or when legally required to do so. We obtain releases from clients and employers before including any business-sensitive materials in our portfolios or commercial demonstrations or before using such materials for another client or employer.

Quality

We endeavor to produce excellence in our communication products. We negotiate realistic agreements with clients and employers on schedules, budgets, and deliverables during project planning. Then we strive to fulfill our obligations in a timely, responsible manner.

Fairness

We respect cultural variety and other aspects of diversity in our clients, employers, development teams, and audiences. We serve the business interests of our clients and employers as long as they are consistent with the public good. Whenever possible, we avoid conflicts of interest in fulfilling our professional responsibilities

and activities. If we discern a conflict of interest, we disclose it to those concerned and obtain their approval before proceeding.

Professionalism

We evaluate communication products and services constructively and tactfully, and seek definitive assessments of our own professional performance. We advance technical communication through our integrity and excellence in performing each task we undertake. Additionally, we assist other persons in our profession through mentoring, networking, and instruction. We also pursue professional self-improvement, especially through courses and conferences.

Adopted by the STC Board of Directors

September, 1998.