

Bylaws: Secretary shall “...(vi) present to the Board of Directors at their stated meetings all communications address to her officially by the President or any officer or member of the corporation; and (vii) attend to all correspondence ...”

Whereas we have a communications problems

And whereas the secretary should play an integral part in communications,

And whereas effective communications should be regular and routine, such as can be better provided for by an employee, rather than by volunteers....

### **Communications Policy** (approved 7-24-2-14):

1. The entire board has the responsibility to communicate, and the secretary helps channels those efforts in a regular, orderly and unified manner
2. Secretary becomes main point of contact for phone, email, and mail rather than President
3. Regular office hours. Initially 12 hrs per week. Phones are answered live, face-to-face contacts, and records can be inspected.
4. Hire office employee that assists the secretary in her responsibilities
5. Secretary receives all mail, phone calls and emails from membership (excluding those going directly to the water operator). She distributes them to board members as appropriate. She ensures that every member receives an accurate and timely answer to inquiries by assigning a specific board member to respond. Board members copy secretary on their response to ensure communication is completed.
6. President has access to all communications and may, at his discretion, respond.
7. Secretary keeps a record of communications.
8. Secretary responds to records, policies, and document requests.
9. Secretary and president kept informed on all official positions taken by the board, including notifications, and both/either communicate that information outside of the board.
10. Secretary facilitates a regular method of communication between the entire board and members. These could include a quarterly newsletter mailed with invoices, info on the webpage, email updates, and/or membership Q/A meetings and forums.
11. Secretary maintains an accurate email, phone number, mailing list
12. Secretary and President both update webpage.

Budget:

- \$12/hr \* 48 hr/month = \$576
- Employee taxes = \$60
- Phone & internet = \$150 (already paying)
- Office Supplies = \$40 (already reimbursing)

\$636 additional cost per month.

Possibly combining bookkeeping duties with secretarial. Saves money, but one person reports to two board members.