

**Definitions:**

- Vendor - Anyone in Sales, Marketing or Account Management that sells to the practitioner audience.
- Practitioner - Anyone employed by a company providing service or support to internal or external customers for the products and services they support.
- Active Member - Has attended 50% or more of the chapter meetings in the last year or since becoming a member. (If less than one year)
- Management - Anyone in a supervisor or above position.
- Guest - Any person who attends an HDI meeting and does not have an annual membership.

# Bylaws of the HDI Capital Area Local Chapter

August 11, 2003

## Article I – Name and Affiliation

1. This organization shall be called the HDI Capital Area Local Chapter, hereafter referred to as the “Local Chapter.”
2. The Local Chapter is affiliated with Help Desk Institute Global organization, hereafter referred to as “HDI.”
3. The Local Chapter will abide by guidelines defined by HDI.
4. The Local Chapter shall operate as a non-profit organization.

## Article II – Purpose

The purpose of the Local Chapter is to facilitate peer networking and education in the help desk, customer service and support service industries.

## Article III – Membership

1. Membership in the Local Chapter shall be open to all HDI members, as understood by the One Association agreement with HDI Global.
2. Application for, and renewal of, membership will be made through HDI.
3. Membership dues are paid to HDI as outlined by the One Association Policies and Procedures.

## Article IV – Officers

1. The officers of this Local Chapter shall be President, Vice President of Programs, Vice President of Membership, Vice President of Finance, Vice President of Communications, Newsletter Editor, Secretary and Webmaster.
2. Candidates must be members in good standing with HDI and the Local Chapter.
3. The candidates for President shall be limited to current or previous board members only.
4. The officers shall be nominated and elected by a plurality of the votes cast at the annual election meeting (or when an election to fill a vacancy is necessary) from among the members in good standing.
5. Only active members may nominate and vote for officers.
6. Each nominated candidate shall accept nomination, thereby consenting to serve as Local Chapter Officer.
7. No more than two offices may be filled by members employed by the same organization or members of the same family.
8. No more than one third of the Local Chapter Officers may be vendors with the remaining two thirds help desk practitioners. (*A Practitioner is anyone who actively works in a Help Desk or Call Center environment. A Vendor is anyone who sells a product to a practitioner or related to the Help Desk or Call Center industries.*)
9. Officers shall take office immediately and serve for a tenure as agreed by the current Local Chapter Officers.
10. No officer may serve in the same office for more than two consecutive terms.

11. Local Chapter Officers must attend at least eight (8) of the twelve (12) monthly board meetings each year. Failure to do so requires resignation from his/her office.
12. Should an officer fail to perform the duties of the office or is unable to fulfill those duties, the President may ask for that officer's resignation.
13. Vacancies occurring in any elected office shall be filled by a plurality of the votes cast by the board.

## **Article V – Duties of Officers**

1. *The President*
  - a. leads all Local Chapter meetings and social activities
  - b. ensures that officer positions are filled
  - c. oversees annual officer nomination and election processes
  - d. represents the Local Chapter on all official HDI matters
  - e. oversees all Local Chapter activities with and through other officers
  - f. organizes and forwards Local Chapter Excellence Award submissions
  - g. ensures that the Local Chapter acts in accordance with guidelines from HDI and the One Association
  - h. leads the HDIAOY local chapter program
2. *Vice President of Programs*
  - a. leads all Local Chapter meetings and social activities in the President's absence
  - b. assists the President in the management of the Local Chapter
  - c. coordinates valuable and applicable content for the Local Chapter meetings
  - d. tracks meeting surveys and distributes to board members
  - e. submits key survey results to Newsletter Editor
  - f. reports on upcoming meetings and events at monthly Local Chapter meetings
  - g. performs other duties assigned by the President
3. *Vice President of Membership*
  - a. maintains the Local Chapter membership and guest databases through the HDI website
  - b. ensures that the VP of Communications has the current Local Chapter membership distribution list
  - c. submits changes to Local Chapter membership database to HDI
  - d. works with VP of Programs and the President to promote membership
  - e. sends communication to new members and Local Chapter inquiries
  - f. works with VP of Communications to track attendance of members
  - g. follows up with attendees and non-members
  - h. introduces guests at Local Chapter meetings
  - i. reports on new membership and meeting attendance at monthly Local Chapter meetings
  - j. performs other duties as assigned by the President

4. *Vice President of Finance*
  - a. maintains Local Chapter funds
  - b. maintains the Local Chapter financial records
  - c. collects fees at meetings, as applicable
  - d. pays bills and expense reports approved by the President
  - e. submits Local Chapter financial records quarterly to HDI
  - f. follows up on monthly membership fees from HDI
  - g. reports general financial status at monthly Local Chapter meeting
  - h. performs other duties as assigned by the President
  
5. *Vice President of Communication*
  - a. sends Local Chapter meeting minutes to Local Chapter membership
  - b. sends Local Chapter meeting reminders to Local Chapter membership
  - c. sends Local Chapter special events invitations and reminders to Local Chapter membership
  - d. distributes Newsletter to Local Chapter membership and Regional Director
  - e. distributes all communication from the Local Chapter officers to the Local Chapter membership
  - f. tracks RSVPs for Local Chapter meetings and events
  - g. works with VP of Membership to track members and guests
  - h. works with VP of Membership to create sign-in sheets and name tags for Local Chapter meetings
  - i. participates in HDI conference calls and reports content to Local Chapter officers
  - j. contributes to Newsletter with information about the previous chapter meeting
  - k. performs other duties as assigned by the President
  
6. *Newsletter Editor*
  - a. maintains consistent format of monthly Newsletter
  - b. compiles monthly Newsletter content from members and officers
  - c. works with VP of Communication to distribute monthly Newsletter to Local Chapter membership
  - d. coordinates vendor advertisements in the Newsletter
  - e. prepares hard copies of Newsletter for distribution at Local Chapter meetings
  - f. performs other duties as assigned by the President
  
7. *Webmaster*
  - a. maintains website for the Local Chapter
  - b. updates Local Chapter events on the Local Chapter website
  - c. presents ideas and updates to Local Chapter officers for approval prior to release
  - d. performs other duties as assigned by the President
  
8. *Secretary*
  - a. maintains Local Chapter and Officers meeting minutes

- b. sends the local chapter meeting minutes to the Webmaster for posting on the website and the VP of Communications to include a link in the meeting blast.
  - c. submits Local Chapter meeting minutes monthly to HDI's CFO and Regional Director
  - d. participates in HDI conference calls and reports content to Local Chapter officers
  - e. acts as liaison between the Local Chapter and HDI
  - f. contributes to Newsletter with information about the meetings from, and pertaining to, HDI
  - g. reports on HDI initiatives at monthly Local Chapter meetings
  - h. performs the meeting duties of the VP of Communications in the VP of Communications absence
  - i. performs other duties as assigned by the President
9. *Vendor Liaison*
- a. solicits vendor sponsorship of the local chapter based on the levels outlined in Capital Area Vendor Sponsorship guidelines
  - b. solicits sponsors for website and newsletter
  - c. solicits Local Chapter meeting sponsors
  - d. works with vendors for sponsorship of special events
  - e. plans special events and the Vendor Fair with the President and VP of Programs

#### **Article VI – Committees**

- 1. Committees to support the activities of the Local Chapter may be named from time to time, as needed, either as standing or ad hoc committees.
- 2. Any member of the Local Chapter may serve on a committee.

#### **Article VII – Meetings**

- 1. Meetings shall be held as planned by the VP of Programs. The Local Chapter shall hold meetings only in places that are open and accessible to all members of the Local Chapter.
- 2. The Local Chapter reserves the right to charge no more than \$20 for non-members to attend meetings as agreed by the Local Chapter Officers.
- 3. Local Chapter Officer's meetings shall be held monthly, separate from the monthly membership meeting.

#### **Article VIII – Board of Directors**

- 1. The roster of officers constitutes the Local Chapter's Board of Directors.
- 2. The Board of Directors must, whenever possible, have a minimum of two officers with at least one year of prior Board of Directors experience with the Local Chapter, thereby staggering the tenure.
- 3. No more than four (4) of the Board of Directors positions elected in the same year.
- 4. The previous President may participate on the Board of Directors in an advisory role during the transition of tenure.

5. The Board of Directors is responsible for directing and conducting the activities and business affairs of the Local Chapter.
6. The Board of Directors shall meet monthly.

#### **Article IX – Vendors**

1. A Practitioner is anyone who actively works in a Help Desk or Call Center environment. A Vendor is anyone who sells a product to a practitioner, or related to the Help Desk or Call Center industries.
2. Vendors who are HDI members are invited to Local Chapter meetings and events.
3. Vendors may not solicit the members at any Local Chapter meeting or event which is not specifically scheduled for that purpose. Violations may be reported to the President.
4. The Local Chapter appreciates sponsorship by vendors and will allow display of vendor materials at one meeting prior to and one meeting following the sponsored event.
5. Vendors are encouraged to bring a guest to each Local Chapter meeting or event attended.

#### **Article X – Training**

1. The local chapter will promote HDI certification standards and training classes.
2. The local chapter may partner with an authorized trainer to offer additional training classes.

#### **Article XI – Disbursements**

1. Disbursements must be previously approved by the President.
2. Disbursements from the VP of Finance for the Local Chapter expenditures shall be made by the VP of Finance with authorization of the Local Chapter Officers and shall be included in the minutes of its meetings.

#### **Article XII – Amendment and Voting Procedures**

- a. All proposed changes to these Local Chapter Bylaws shall be approved by the Local Chapter Officers before being presented to the Local Chapter membership for a vote.
- b. No official business of the Local Chapter shall be conducted unless a quorum is present. A quorum of the Local Chapter Officers shall be defined as five (5) members.
- c. A simple majority of the voting members present shall be required to carry a motion.
- d. The Annual Election will be held in January through an electronic vote and officers will take positions in March.
- e. Local Chapter Officers will be elected by a plurality of votes cast.
- f. Refer to Article IV – Officers, for stipulations related to nominating and voting for Local Chapter Officers.

### **Article XIII – Dissolution of the Local Chapter**

1. Dissolution of this Local Chapter by consent of the members, shall consist of unanimous agreement of all its officers together with a majority vote at a meeting which has been publicized in advance to all members of the Local Chapter for the purpose of taking this vote. Should this Local Chapter be dissolved, its assets and liabilities shall be transferred to the HDI.

# Amendments

**Amendment I** – President Emeritus as Officer and Member of the Board for one Year after Tenure. – Dated: February 2, 2005.

Article VIII, paragraph 4 states: The previous President may participate on the Board of Directors in an advisory role during the transition of tenure. This amendment further specifies that the President leaving office will be considered an Officer and remain on the Board as “President Emeritus” for one year after tenure.

**Amendment II** – Secretary as Officer and Member of the Board – Dated: July 9, 2008

Article IV – Includes the Vendor Liaison and Secretary positions.

Section 1 states: The officers of this Local Chapter shall be President, Vice President of Programs, Vice President of Membership, Vice President of Finance, Vice President of Communications, Newsletter Editor, *Vendor Liaison*, *Secretary* and Webmaster.

Section 13: Changed from “Vacancies occurring in any elected office shall be filled by a plurality of the votes cast from among the members in good standing” to “Vacancies occurring in any elected office shall be filled by a plurality of the votes cast by the board.”

Article V - Section 1: Added “leads the HDIAOY local chapter program.”

Article V – Section 5: The following duties were removed from the VP of Communications position

- a. maintains Local Chapter and Officers meeting minutes
- b. submits Local Chapter meeting minutes monthly to HDI’s CFO and Regional Director
- e. ... acts as liaison between the Local Chapter and HDI
- f. ... from, and pertaining to, HDI
- g. reports on HDI initiatives at monthly Local Chapter meetings

Article V – Section 8 states:

*Secretary*

- a. maintains Local Chapter and Officers meeting minutes
- b. sends the local chapter meeting minutes to the Webmaster for posting on the website and the VP of Communications to include a link in the meeting blast.
- c. submits Local Chapter meeting minutes monthly to HDI’s CFO and Regional Director
- d. participates in HDI conference calls and reports content to Local Chapter officers
- e. acts as liaison between the Local Chapter and HDI
- f. contributes to Newsletter with information about the meetings from, and pertaining to, HDI
- g. reports on HDI initiatives at monthly Local Chapter meetings
- h. performs the meeting duties of the VP of Communications in the VP of Communications absence
- i. performs other duties as assigned by the President

Article V – Section 2: The following duties were removed from the VP of Programs to the Vendor Liaison position

- c. solicits Local Chapter meeting sponsors and hosts
- d. works with vendors for sponsorship of special events
- e. plans special events with the President and Vendor Liaison

Article V – Section 8 states:

*Vendor Liaison*

- a. solicits vendor sponsorship of the local chapter based on the levels outlined in Capital Area Vendor Sponsorship guidelines
- b. solicits sponsors for website and newsletter
- c. solicits Local Chapter meeting sponsors
- d. works with vendors for sponsorship of special events
- e. plans special events and the Vendor Fair with the President and VP of Programs
- f. submits articles relating to sponsorship opportunities to Newsletter Editor
- g. performs other duties assigned by the President

Article VII – Section 3 stating, “The Annual Election shall be held at the Local Chapter meeting in March.” was removed

Article X –Removed Authorized Training Partner language

“1. Authorized Training Partners, hereafter referred to as ATPs, are organizations authorized by HDI to provide HDI certification training outside of HDI events. 2. Local Chapters are encouraged to report violations of the ATP/HDI agreement to HDI. 3. The Local Chapter is encouraged to partner with ATPs for the continuing education and benefit of the membership.”

Article X states: Training

- 1. The local chapter will promote HDI certification standards and training classes.
- 2. The local chapter may partner with an authorized trainer to offer additional training classes.

Article XII – Section d was added and states: “The Annual Election will be held in January through an electronic vote and officers will take positions in March.”

Article XIII – Help Desk Institute was changed to “HDI”.

Board of Directors, March 2009 – March 2010

President	Sandra Seroskie
VP, Programs	Brian Farrell
VP, Membership	Samuel Smith
VP, Communications	Frank Bowers
VP, Finance	Earl Brake
Newsletter Editor	Greer Parker
Vendor Liaison	Heather Donnelly
Secretary	Crystal Lloyd
Webmaster	Jerry Byers

Board of Directors, March 2008 – March 2009

President	Sandra Seroskie
VP, Programs	Brian Farrell
VP, Membership	Samuel Smith
VP, Communications	Frank Bowers
VP, Finance	Earl Brake
Newsletter Editor	Greer Parker
Vendor Liaison	Heather Donnelly
Secretary	Crystal Lloyd
Webmaster	Jerry Byers

Board of Directors, March 2007 – March 2008

President	Sandra Seroskie
President Emeritus	Virginia A. Scuderi
VP, Programs	Diane Poirier
VP, Membership	Samuel Smith
VP, Communications	Wanda Gregory
VP, Finance	Earl Brake
Newsletter Editor	Paula Locke
Webmaster	Open

Board of Directors, March 2006 – March 2007

President	Virginia A. Scuderi	Competitive Advantage, Inc.
VP, Programs	Sandra Seroskie	Carey International
VP, Membership	Cynthia Holtz	
VP, Communications	Sandra Seroskie	Carey International
VP, Finance	Earl Brake	
Newsletter Editor	Paula Locke	
Webmaster	Open	

Board of Directors, March 2005 – March 2006

President	Virginia A. Scuderi
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VP, Programs	Sandra Seroskie
VP, Membership	Liz Rodgers
VP, Communications	John Holmes
VP, Finance	Tom Kraft
Newsletter Editor	Open
Webmaster	Open

Board of Directors, Elected for two year term March 2003 – March 2005

President	Virginia A. Scuderi	Competitive Advantage, Inc.
VP, Programs	Sandra Seroskie	Carey International
VP, Membership	Elizabeth Rodgers	RAND Corporation
VP, Communications	Sandra Brandenburg	American Management Systems
VP, Finance	Thomas Kraft	American Management Systems
Newsletter Editor	Heather Donnelly	Titan
Webmaster	Tony Donnelly	