Operations Manual for NER Office Manager

1.0 Scope

The NER Office Manager handles all aspects of membership records including the list of subscribers to the NER Coupler.

The Office Manger is responsible for providing:

- Up-to-date listings of members eligible to vote to the Nominating and Ballot Committees.
- Up-to-date listings of subscribers (or list of all members for election issues) to the Coupler Printer.
- Up-to-date listings of divisional members to each division's office manager or superintendent.
- Upon request, up-to-date lists of members to the NER Convention Committee or other officers or committees.

See the NER By-Laws for membership definition and election procedures.

All office expenses except travel expenses and hardware purchases are reimbursable.

2.0 Notifications, Software, Hard Copy, Equipment

The office manager is the stores keeper of the region and is responsible for maintaining all items necessary to execute his/her duties. Stores include various letters of notification, introduction and welcome, as well as applications, letterhead, envelopes etc.

2.1 Notification

The first item of business for a new office manager is to provide his/her contact information to the NMRA National Headquarters for forwarding the monthly membership list and to the NER Coupler Editor to update the return address on the back of the Coupler as well.

2.2 Hard Copy & Artwork

The OM is in charge of printing, storage and distribution of NER envelopes and letterhead. Our letterhead does not have an inside address, as it is used by so many officers and others. Likewise envelopes do not have return addresses. Anything relating to the logo is to be in red.

2.3 Software

The Office Manager should have access to computer programs capable of processing the monthly membership lists provided by NMRA National Headquarters and for maintaining the list of Coupler subscribers.

2.4 Equipment

The Office Manager should have access to a computer.

3.0 Membership Details

3.1 New Members

Check the monthly membership list from NMRA National Headquarters for new members.

A "Welcome Aboard" letter from the president is sent by NMRA National Headquarters to new members.

3.2 Renewal Notices

NMRA National Headquarters handles all membership matters including renewal notices.

3.3 Grace Period

A membership grace period continues for 90 days beyond the expiration date.

3.4 Change of Address

The monthly membership lists from National should be utilized so that the latest addresses are utilized.

3.5 Continuity of Membership

No record is kept of breaks in membership.

3.6 Life Members

Life membership at the regional level is no longer offered.

Those members that signed up for Life Membership when it was offered are to continue to receive a hard copy of the NER Coupler until they pass away or request in writing that we cease issuing the Coupler to them.

The fees paid by life members are maintained in a separate account by the treasurer to cover the printing and mailing costs of the Couplers issued to Life Members.

4.0 Financial

Keep precise records of and expenses incurred.

4.1 Subscriptions

Members have the option to receive a hard copy of the NER Coupler. The fee for this subscription is collected by NMRA national and the amount is transferred to the treasurer monthly. The Office Manager shall maintain a separate list of Couple Subscribers. The NMRA provides a separate monthly list of new subscriptions and their durations which must be added to the master subscription list. The subscription shall be for four issues per year, with a grace period of 90 days beyond the expiration date.

4.2 Expenses

Submit receipts for expenses to the treasurer for reimbursement. Big ticket items such as letterhead stationary or logo envelopes should be approved by the president or treasurer prior to ordering.

5.0 Other Duties

The Office Manager supports several standing committees with membership information.

5.1 Coupler

Approximately 15 days prior to the scheduled date for the Coupler Editor to send the issue to the printer, the Office Manager is to send the printer a listing of the subscribers (or a list of all NER members for an election issue or as directed by the BOD). The listing shall be provided as an electronic file of the format requested by the printer.

In addition to the above, the Office Manager is to send to the Coupler Editor, a list of new members, sorted by State and city.

5.2 NER Convention Committee

This committee may request a membership list in order to send out separate mailings about conventions or for use in researching the membership.

Membership information should be supplied to the convention staff immediately prior to a convention including the Convention Registrar, Model Contest Chairman and Photo Contest Chairman.

Also provide the Local Convention Committee with a supply of NMRA membership application forms to place out at the convention.

5.3 Membership Lists

Membership lists sorted as requested are to be supplied to key staff upon request.

6.0 Archives

You should back up all computer files in an appropriate manner to protect them from loss.