**Section Operations**

1. **SECTION OPERATIONS**

**5.1** **Section Operations Manual – Buffalo Section**

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| **1. Section, Branch** | Buffalo Section |  |
| **2. Section/Branch Size** | Medium |  |
| **3. Project Contact** |  | |
| Name | Jeff Fick | |
| Phone Number | (716) 883-4400 | |
| Email | jfick@popligroup.com | |
| **4. Project Category** | Section Operations | |
| **5. Project Description** | Development of a Manual that describes the duties and responsibilities of Section officers, Board members, and committee chairs. | |
| **6. The Process**  (What you did, When and How) | Several years ago, then Section President Dean Goodison, presented the idea and initiated the development of the Section Manual. Each officer, director, and committee chair were tasked with writing their job description and other important details to note. The submissions were then compiled into a single manual and then sent around again for review. The manual is updated once a year by current officers and committee chairs and is meant to be a living document that will be revised as policies are changed. | |
| **7. Those in Charge** (Committee, Task Committee, Etc.) | Section President and other interested volunteers. | |
| **8. Time Frame**  (When Started, When Completed) | Started in 2003, ongoing process as Manual is updated every year. | |
| **9. Success Factors**  (The Parts that Worked Really Well) | This Manual is a good tool to show Section members who may be interested in serving as an officer or committee chair, but aren’t sure of what is involved. In many cases, the manual offers a step-by-step guideline or timeline that are helpful in conducting the various roles. | |
| **10. Setback Factors**  (The Parts that did Not Work Well) | It is hard to sometimes have officers and committee chairs revise their sections; however, it can be overcome as usually officers have served in various roles throughout their involvement with the Section, and so someone can usually fill this in. | |
| **11. Creativity**  (This is something off the wall that we did) |  | |
| **12. Administration**  (What was most Important?) | One key person for compiling information and following up with people. | |
| **13. Follow-Up**  (What was most important?) | Reminders to officers and board members to update the descriptions. | |
| **14. Recommendations**  (What you should ALWAYS do with this project?) | Remember to update the manual on a frequent basis, as policies or procedures may change. | |
| **15. Cautions**  (What you should NEVER do with this project?) | Never let the manual get out of date. | |
| **16. The Outcome** | Ongoing, living administrative document that guides Section business. | |
| **17. Ongoing Activity**  (Would you do it again?) | Yes, it is a continuing process. | |
| **18. Speaker Contact Information**  (person from your Region who would be willing to speak about the Best Practice) |  | |
| Name |  | |
| Address |  | |
| Phone Number |  | |
| Email |  | |
| **19. Additional Comments** | A copy of the Section Operations Manual is available upon request to the Buffalo Section. | |