



Ohio Society of Association Executives

Inspiring excellence, leadership and professionalism in Ohio's association community.

VOLUNTEER HANDBOOK 2020

Ohio Society of Association Executives
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OSAE Volunteer Handbook

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Welcome, OSAE Volunteer!

We are pleased that you have chosen to volunteer with the Ohio Society of Association Executives (OSAE)! Volunteers are a vital part in the organization and play a key role in keeping operations running smoothly. OSAE depends on the efforts of its many volunteers to make things happen throughout the year. In fact, our committee activities offer a wealth of opportunities for you to get more involved, increase your professional networks, make new friends, grow your skills, build your confidence and assist with the association's annual activities.

We hope you find your duties to be fulfilling and your volunteer experience with us is rewarding and positive. This handbook is designed to facilitate your volunteer role and overall understanding of OSAE – it includes an overview of the organization and information about our volunteers' roles and responsibilities. If you have any questions after reading through the material please feel free to contact me, your committee's board liaison or your committee's chair. Welcome to the OSAE team and thank you!

Who is OSAE?

Since its 1938 founding, OSAE has provided a variety of tangible benefits, products and services that enhance growth, development and professional expertise among its membership. The association profession is diverse, its leaders knowledgeable and its experiences truly unique. OSAE supports, celebrates and communicates these messages on behalf of our diverse membership.

OSAE is a leading resource of specialized learning experiences for industry professionals—building and nurturing relationships that often last a career and span a lifetime. If you seek an experienced peer network, new ideas and an organization that takes pride in ensuring each member's success - look no further!

OSAE is the best place for Ohio-based association professionals, industry peers and partners to form meaningful connections and lasting relationships with their peers. OSAE inspires excellence, leadership and professionalism while enhancing knowledge, competency and confidence of association leaders and those who support our various industries and communities.

As a nonprofit serving Ohio's powerful association industry, OSAE is committed to its leadership role among Ohio's associations -- to serve as the indispensable resource for association professionals -- assisting you as you make vital contacts both within and outside your industry. Together, all our nonprofit organizations comprise a powerful body of support for Ohio's businesses, association management industry and for the state's citizens. If you are an association professional or provide products or services to Ohio's association community, your involvement with OSAE will strengthen your career and your connections. ***We build relationships!***

OSAE Mission:

OSAE inspires excellence, leadership and professionalism in Ohio's association community.

OSAE Values:

- Member-focused initiatives and services
- Targeted, innovative solutions
- Inclusiveness and respect for all members
- Stewardship and transparency for Ohio's association management industry

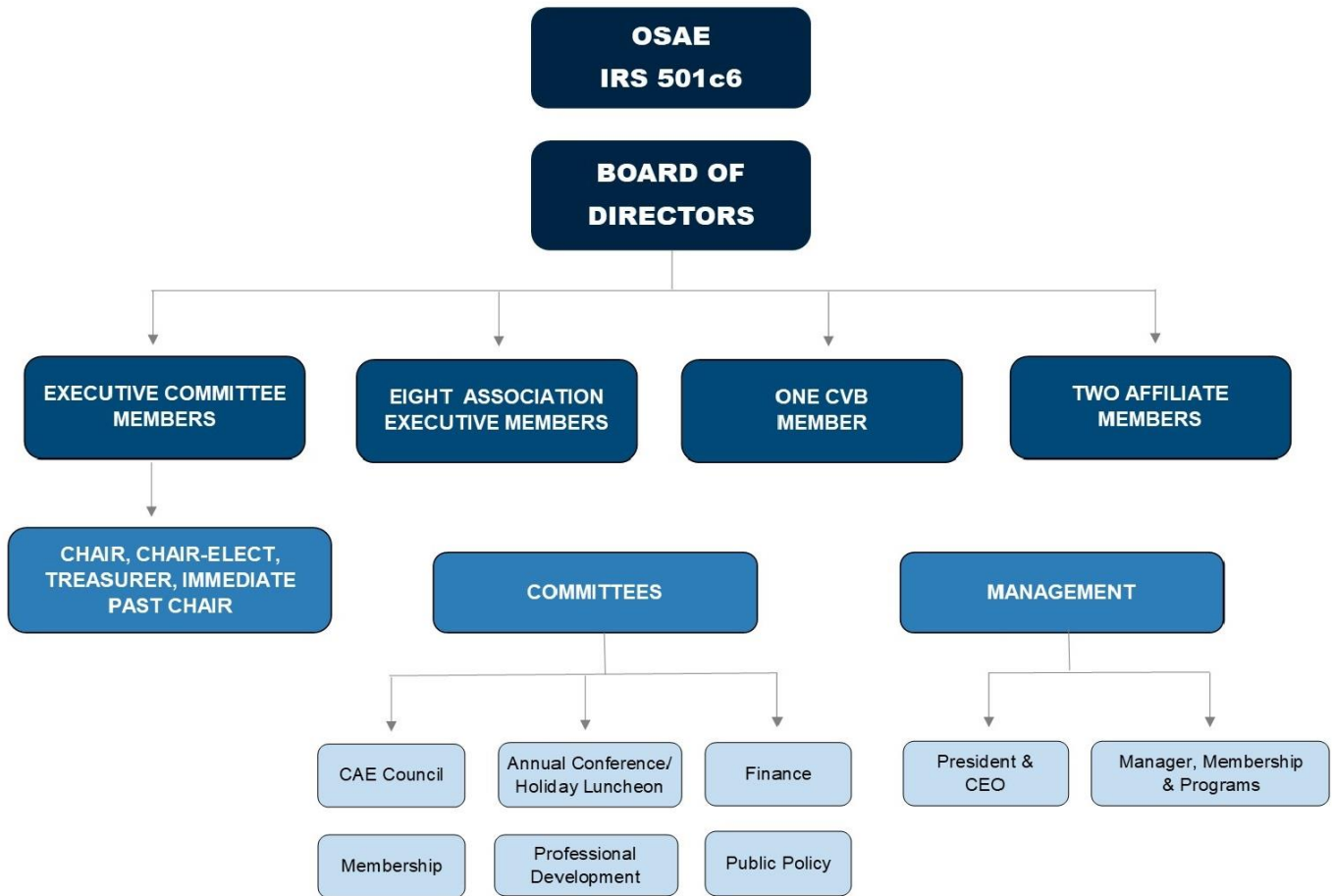
OSAE Standards of Conduct:

The Standards of Conduct for members of the OSAE has been adopted to promote and maintain the highest standards of association service and personal conduct among its members in the association executive, CVB and industry partner categories. Adherence to these standards is expected from members of the society and serves to assure public confidence in the integrity and service of association professionals.

Members of OSAE, pledge to the following:

- Maintain the highest standards of personal conduct and civility.
- Actively promote and encourage the highest level of ethics within the industry, profession or segment I represent by serving as a positive example of the profession in any and all public activities.
- Respect and support the society's goals of building a stronger stewardship of the industry.
- Maintain loyalty to my employer and pursue its objectives in ways that are consistent with the public interest.
- Recognize and discharge my responsibility and that of my employer to uphold all laws and regulations relating to my employer's policies and activities.
- Strive for excellence in all aspects of my management efforts.
- Never besmirch my fellow members, the society or its leadership in any form of public communication, including, but not limited to, social media.
- Use only legal and ethical means in all activities.
- Serve all members of my association and clients or customers impartially, provide no special privilege to any individual member, client or customer and accept no personal compensation or reward from a member, client or customer except with full disclosure and with the knowledge and prior consent of my employer.
- Maintain the confidentiality of privileged information entrusted or made known to me by virtue of my office.
- Treat all persons with respect and dignity.
- Always communicate internal and external statements in a truthful and accurate manner by assuring that there is integrity in the data and information used.
- Cooperate in every reasonable and proper way with association executives and other segments of the membership, and work with all members in the advancement of the profession of association management.
- Use every opportunity to improve public understanding of the valuable role associations play in driving civil discourse, as economic catalysts and as job providers.

OSAE Organizational Chart



OSAE Board of Directors

The OSAE Board of Directors is comprised of 15 members: 12 association professionals, including four officers; one member representing the convention and visitors' bureau segment; and two members representing industry partner members. The 2020 Board of Directors members are:

2020 OSAE Officers

Chair	Deborah Trzeciak, CPA, CAE <i>Chief Financial Officer</i> <i>Ohio Association of School Business Officials</i>
Vice Chair	Chris Henney, CAE <i>President & CEO</i> <i>Ohio AgriBusiness Association</i>
Treasurer	Michael O'Toole, CAE <i>Executive Director</i> <i>Columbus Dental Society</i>
Immediate Past Chair	Kimberly McConville, CAE <i>Executive Director</i> <i>Ohio Beverage Association</i>

2020 Board of Directors

Jenn Berry

Vice President, Relationship Management
Saling Simms Associates, Inc.

Scott Brown

Executive Director
Rotary Club of Columbus

Mary Ciesa

Senior Account Executive
Marriott International

Heather Cowles, CAE

Senior Manager, Member Relations & Services
The American Society for Nondestructive Testing

Denise Ison-Miller, CAE

Director, Member Relationships
The Ohio Society of CPAs

Pat King, CTA

National Sales Manager
Dublin Convention & Visitors Bureau

John Melchi

Executive Director
Building Industry Association of Central Ohio

Evan Newman

Vice President of Business Development
Ohio Trucking Association

Tony Vetter, CDME

Director
Downtown Bowling Green Special Improvement District
& The Downtown Foundation

Tim White

Advocacy Manager
Mid-Ohio Foodbank

Christina Zimmer, CAE

Association Professional
The Membership Guru

OSAE Foundation

The Ohio Society of Association Executives Foundation (OSAEF), a 501(c)3 organization, was established in 2016 to support and advance the needs of association professionals and industry thought-leaders in Ohio.

One of the most critical roles that OSAE serves is the development of the best talent in association management for Ohio-based organizations. In addition to providing growth opportunities through ongoing educational events throughout the year, OSAE offers education through its Annual Conference and the Shane Yates Association Annual Leadership Forum, named for the late OSAE Executive Director Shane Yates, CAE, CMP. While these events already serve our association community's future, OSAE always wants to do more with these programs through nationally recognized speakers and instructors and by expanding the numbers of those who can join the programs. OSAEF provides ever greater resources to sustain and enhance those two critical programs. Support from members is key in realizing our ambitions.

OSAEF Mission:

The OSAE Foundation advances association management and leadership through education and research. As OSAE's philanthropic arm, the foundation raises funds and invests in projects that directly support the educational and research advancement of Ohio's association professionals.

2020 OSAEF Board of Directors

Chair	Andrew Allman, Ohio AgriBusiness Association
Vice Chair	Lori Brown, The Ohio CPA Foundation
Immediate Past Chair	Tim White, Mid-Ohio Foodbank
Board Member	Tom Balzer, CAE, Ohio Trucking Association
Board Member	Mary Ciesa, Marriott International
Board Member	Donna Whitby, Concord Hotels
Board Member	Vacancy

OSAE 2020 Calendar of Events

Following are the scheduled dates for the 2020 quarterly luncheons, annual conference and holiday luncheon & silent auction. Please see "Upcoming Events" at osae.org for the complete list of additional educational workshops, roundtables, webinars and networking events.

<u>Event</u>	<u>Date</u>	<u>Host/Location</u>
Q1 Luncheon	March 13	Columbus Airport Marriott
Q2 Luncheon	May 8	Embassy Suites
Annual Conference	July 22-24	Remarkable Lake County; Sheraton Four Points Hotel
Q3 Luncheon	Sept. 4	Marriott Columbus Northwest
Q4 Luncheon and the Shane Yates Association Leadership Forum	Nov. 6	TBD
OSAEF Holiday Luncheon & Silent Auction	Dec. 4	TBD

Board Liaison Responsibilities:

The OSAE board liaison is a member of the OSAE Board of Directors who is assigned to a specific committee to act as a liaison between the board and committee. The board liaison represents the board at their committee meetings and represents the committee at board meetings. They are ex-officio voting members of the committee.

The following are the main areas of responsibility for a board liaison's interactions with his/her assigned groups:

- Communicate regularly with committee chair to stay updated on committee projects and activities.
 - Contact the chair before each board meeting to become fully informed about relevant agenda items.
 - Address the appropriate process regarding any governance issues.
 - Serve as a resource person to facilitate consistency with OSAE's mission, vision and strategic plan.
- Represent the committee at OSAE Board of Director meetings:
 - Present committee agenda items to the board. Advocate issues of concern to the board of directors.
 - Promptly notify the committee chair of pertinent board discussion or action.
 - Report to the committee on decisions of the board and leadership that affect the committee's work; advise the committee chairs on key decisions.
 - Handle committee matters as they arise.
- Identify potential leaders:
 - Mentor committee members in development of leadership skills to anticipate committee succession planning.
 - Recommend appointments and renewals of committee members.
 - Provide suggestions to the OSAE chair of individuals to serve as committee chair.
- A good board liaison will:
 - Participate in committee meetings and conference calls.
 - Work closely with the committee chair to make certain there is a proper understanding of their role and to ensure they do not take on the role of the committee chair; nor should they overshadow the role of the chair.
 - Assist the chair in realigning the committee's focus and activities if they have strayed off target.

OSAE Committee Chair and Member Selection Procedures:

- Committee chairs: Shall be selected annually by the board chair, after consultation with the president & CEO, and may be removed for cause by the chair.
- Committee members: Shall be selected from within OSAE membership annually by the committee chairs after consultation with the president & CEO.
- Notify president & CEO of meetings: All committees shall notify the OSAE president & CEO whenever they schedule a meeting and invite the president & CEO to attend committee meetings.
- Committee expenses approved in advance: Committees must obtain the approval of the president & CEO before incurring expenses.

General Time Commitment and Responsibilities:

- Committee chairs:
 - Schedule and attend committee meetings, either in person or via conference calls.
 - Maintain communication with board liaisons.
 - Prepare committee reports for OSAE board meetings.
 - Work with board and staff to assure the goals and mission of the OSAE or OSAEF are fulfilled.

- Committee members:
 - Attend committee meetings, either in person or via conference calls.
 - Assist the committee chair and OSAE staff as needed.

Committees & Descriptions:

- *Annual Conference Committee/Holiday Luncheon Committee:* The annual conference committee is responsible for the planning and execution of the OSAE annual conference. This committee will coordinate the activities of other OSAE committees and groups engaged in support of the annual conference. Following the annual conference's conclusion, the committee switches gears and focuses on the OSAEF Holiday Luncheon & Silent Auction, an event whose function is to serve the purpose of raising funds to support the OSAEF educational efforts. The committee is responsible for the planning and execution of the event, including gathering items for the silent auction. The OSAEF Holiday Luncheon & Silent Auction requires intense activity on many levels during a relatively short period of time. Therefore, assignments with specific job descriptions will be distributed to event volunteers.

- *CAE Council Committee:* The board chair will appoint a chair of the CAE council committee annually. Its members will be OSAE members who have achieved the Certified Association Executive (CAE) designation from ASAE. The CAE (certified association executive) council committee is primarily responsible to identify, recruit and coordinate facilitators for OSAE spring and fall CAE exam preparation program. The committee also acts as an information resource for members who are considering earning the CAE designation. The CAE council committee is a networking group for OSAE members who have earned and maintain the CAE designation. The groups are also a resource group for ad hoc efforts in support of OSAE's mission to foster excellence in association leadership by providing opportunities for personal and professional growth through quality education and expanded resources.

- *Finance Committee:* The purpose of the OSAE Finance Committee is to oversee and review the association financial matters and investment program. The committee shall provide advice and counsel to the OSAE Board of Directors and president & CEO.
 - Responsibilities
 - Review the association's financial and investment policies and make recommendations for board approval.
 - Review proposed annual operating budget presented by the president & CEO for board approval.
 - Monitor monthly financials and performance to budget while reviewing/providing guidance to the board and president & CEO about policies relating to cash flow, cash management and working capital.
 - Review proposed capital expenditures in excess of the annual budget and submit to executive committee and board for approval.
 - Interview and recommend selection of external CPA firm for audit/review/compilation every 3-5 years based on term of current contract.
 - Meet with independent auditor annually and review annual audit/review/compilation and preparation of Form 990 prior to submission. Copies of audit/review/compilation and Form 990 will be provided to board and president & CEO.
 - On an annual basis, review the performance and asset allocation of the association's investments with respect to the investment goals. Recommend as needed updates to the investment policy and goals.
 - Review bids and select the investment manager every 3-5 years based on term of current contract.
 - Review and recommend for the approval of the executive committee or the board banking and similar financial relationships, including the association's insurance programs.
 - Advise on other finance matters as appropriate, whether delegated by the board or submitted by the president & CEO.

- *Membership Committee:* The OSAE Membership Committee is responsible for the overall promotion of membership through relevant and beneficial member services and the coordination of tangible and intangible benefits that members receive by joining and supporting the organization. Additionally, the committee targets audiences for membership, successfully enrolling new members while retaining current members and sets specific, quantitative goals and deadlines for enrollment and retention which are recommended to the OSAE Board of Directors by the committee chair.
- *Professional Development Committee:* The OSAE Professional Development Committee is responsible for the development of education session offerings for members attending the annual conference and association leadership forum. The committee is also a resource to assist staff in identification, development and recruitment of resources in support of education efforts for OSAE quarterly luncheons, roundtables, webinars and seminars held throughout the year. The chair of the committee and the board liaison work closely with OSAE staff to develop objectives that support OSAE's educational goals and instill best-in-class practices within Ohio's association community.
- *Public Policy Committee:* The OSAE Public Policy/Advocacy Committee is responsible for analyzing and reviewing proposed legislation that could impact Ohio's nonprofit industry either positively or adversely. Specifically, these committee members shall pay attention to local news and issues that may involve challenges to Ohio's association community. Once the committee has worked with staff and reached a consensus, the staff, board chair and liaison will provide the committee's input to the OSAE Board of Directors, who will then decide what action should/should not be taken on the specific issue. This committee is responsible for helping to set – and approve – the content of the association's public policy agenda. The goal of the committee is to provide "rapid-response" policy advice to the association; help prioritize and "sign off" on the issues it pursues; assist in formulating persuasive public policy-related arguments and positions; and actively encourage OSAE members to participate in advocacy-related actions on behalf of their own organizations and Ohio's association industry, as a whole. OSAE will be viewed by policymakers as the organization whose views must be considered in decision-making processes related to association management and the nonprofit sector.

2020 OSAE Committee Chairs and Board Liaisons

Committee	Committee Chair	Board Liaison
Annual Conference/Holiday Luncheon Committee	Erin Lasch, CAE	Mary Ciesa, Co-liaison Donna Whitby, Co-liaison
CAE Council Committee	Michael Borowitz, CAE	Heather Cowles, CAE
Finance Committee	Vacant	Deborah Trzeciak, CPA, CAE
Membership Committee	Kevin Henry	Evan Newman
Professional Development Committee	Patti Geary	Denise Ison-Miller, CAE
Public Policy Committee	Michele Warholic, Esq., CAE	Kimberly McConville, CAE

OSAE Volunteer Agreement Form

Please read, sign and return this agreement to the OSAE office via email to osae@osae.org This form will be completed on an annual basis.

I, _____ (print name), have received a copy of the OSAE Volunteer Handbook and agree to advance the goals of the committee and uphold the organization's mission, values and standards of conduct that are included in the handbook. It is also my intention to support OSAE, OSAEF and the events held by both organizations. Prior to signing this document, I have discussed any questions I had with the OSAE leadership or staff and understand that failure to perform in the capacity of volunteer may result in removal from the committee. I look forward to serving the organizations and am committed to bettering the future of Ohio's association community.