

CHAPTER X
MULTIPLE DISTRICT 19 HEADQUARTERS AND STAFF

A. MULTIPLE DISTRICT HEADQUARTERS: (hereafter referred to as the "MD office")

1. Purpose:

- a. The purpose of the MD Office is to serve as the central administrative point for Multiple District 19. It exists to provide service to the multiple district/district/zone/club officers and the Lion, Lioness and Leo members of MD19. It maintains the membership and financial records for each district and MD19.
 - b. The MD Office is the networking link of the Multiple District. Under the MD19 Constitution & Bylaws, the office plans the two major MD19 conventions each year, prepares and mails bulletins to all clubs, publishes an MD19 Roster which is mailed to each club, and publishes the Contest and Awards Booklet. It is also responsible for overseeing mailings for, and the organization of, Council Meetings.
 - c. Other activities of the MD19 Office revolve around promotion of membership growth and retention, new club organization, and sales of MD19 paraphernalia for International Convention participation.
- 2. Working Hours:** The MD19 Office is open Monday through Friday from 8 a.m. until 5 p.m. Exceptions to this are holidays and (sometimes) the day which immediately precedes the Annual Convention Council Meeting and the Fall Forum Council Meeting. Any other closures are published in the MD19 Roster or MD19 Bulletin.

3. Personnel:

- a. The office is administered by an Executive Secretary/Treasurer, hired by and accountable to the Council of Governors.
- b. The office currently has an Administrative Assistant and Receptionist, who normally work 40 hours a week.
- c. The office staff performs a variety of tasks. They are responsible for the MD19 Bulletin, and Contests and Awards data. They receive and enter all club MD19 dues, CARE and LCIF funds. They sell uniforms and pins. They are responsible for all the paper work for chartering new clubs in MD19. They handle correspondence and filing.

B. STAFF: (Job Descriptions)

1. Executive Secretary/Treasurer

a. Personnel Supervision / Office Climate/Office Management

- 1) Provides the job descriptions for all Office Staff.
- 2) Hires, evaluates, and terminates the employment of the MD19 Office Staff.
- 3) Oversees the smooth operation of the Multiple District Office and promotes positive interpersonal relations.
- 4) Recommends salaries for office personnel.
- 5) Maintains up-to-date personnel records of all MD19 Staff.
- 6) Evaluates the training needs of all employees.
- 7) Provides an annual written and oral review of each staff member. A copy of the review will be given to the staff member and the Evaluation Committee Chairperson. At the discretion of the Executive Secretary/Treasurer there may be quarterly or semi-annual reviews.
- 8) Submits the reasons for an employee's termination in writing to that staff member at the time of termination and sends a copy of the reasons for termination to the Evaluation Team Chairperson. If the staff member who has been terminated wishes to challenge the decision of the Executive Secretary/Treasurer, he/she must submit a written appeal to the Evaluation Team Chairperson postmarked within three business days of the termination. The Evaluation Team will review the appeal and make recommendations to the Executive Secretary/Treasurer with whom the final decision will rest.
- 9) Provides an MD19 Employee Handbook to each staff member. This handbook contains employee benefit policies and terminations procedures.
- 10) Evaluates the office needs, i.e. upgrading office machines, staff job sharing, etc.

- 11) Ensures the proper maintenance and repair of office equipment.
- 12) Possesses a working knowledge of the office equipment.
- 13) Negotiates service contracts on office equipment.

b. Membership Growth

- 1) Membership / Retention
 - a) In conjunction with the MD19 and District Membership Chairpersons, will develop and provide support for a growth plan for the districts and multiple district.
 - b) Makes available materials promoting membership growth to the MD19 and District Membership Chairpersons.
 - c) Encourages Club Retreats as means of strengthening weak clubs.
 - d) Whenever needed Educates clubs about materials which are available to help strengthen weak clubs.
 - e) Encourages membership presentations at District Conferences and Multiple District Conventions and Forums.
 - f) Provides educational materials and guidance for Club Rebuilding Lions.
- 2) Extension
 - a) Provides materials and assists the MD19 and District Extension Chairpersons in extending new clubs.
 - b) Offers support for newly organized Lions Clubs.
 - c) Encourages presentations at District Conferences and Multiple District Conventions and Forums.
 - d) Provides guidance for the charter night arrangements of new clubs.
 - e) Provides educational materials and guidance for Guiding Lions.
 - f) Assists the MD19 Extension Chairperson to train District Extension Teams.
 - g) Ensures that there is an appropriate presentation of new club paraphernalia at Charter Nights.

C. Leadership

- 1) In conjunction with the MD19 Leadership Chairperson, arranges for the site and helps to prepare the materials for the District Governors-Elect and 1st Vice District Governors-Elect School.
- 2) Assists the MD19 Leadership Chairperson in the preparation of the Annual Zone Chairperson School.
- 3) Assists in the preparation and oversees the printing of the Zone and Club Officer Training Manuals.
- 4) Suggests topics and panelists for Conventions, Forums and Conferences.

d. Convention / Forum Director

- 1) Provides form on which Lions Clubs are to submit their bids for Annual Convention or Fall Forum.
- 2) Reports to Council of Governors regarding potential sites so Council can make good decisions when choosing convention sites.
- 3) Assists Host Club in the planning and preparation of successful Annual Convention and Fall Forum as directed by Constitution and By-Laws.
- 4) Works with Host Club in preparing a cooperative budget for the Annual Convention or Fall Forum.
- 5) Arranges for the screening of convention speakers with the MD19 Leadership Chairperson and / or Special Events Coordinator; Council Chairperson; and Annual Convention or Fall Forum Chairperson. In the selection of the International Guest for the MD19 Annual Convention, the seated International Director or Immediate past International Director will make recommendations and be involved with this selection process.
- 6) Ensures that ballots are properly printed for voting held at District Spring Conferences and at Annual Convention.

e. Buildings & Grounds

- 1) Works closely with the MD19 Building Committee.

- 2) In conjunction with the MD19 Building Chairperson, recommends to the Council a long term building improvement program.
- 3) Responsible for the care, maintenance, and improvement of the MD19 office building.
- 4) Maintains signs and flags.

f. Finance

- 1) Prepares the draft Annual Budget and Semi-Annual revised Budget with the Budget and Finance Chairperson and Committee.
 - a) Anticipates potential changes that may impact budget considerations.
 - b) Prepares budget amendments during the year as necessary.
 - c) Actively pursues District Conference Financial Reports so they are submitted within two months (60 days) of completion of Spring Conference.
 - d) Records all MD19 revenue and expenditures and prepares a monthly financial report.
- 2) Accounting and recording of all money received.
 - a) Ensures that monthly bank reconciliations are made.
 - b) Prepares and distributes the District Governors' Escrow and Operations Accounts according to established rules of audit.
 - c) Ensures the payroll is done on a timely and accurate basis.
 - d) Is responsible for the authorization of all purchases.
- 3) Will comply with provisions of Chapter H, Budget & Finance, paragraph D through I.

g. Publications

- 1) Supervises the preparation of all printed publications.
- 2) Arranges for the printing of the book containing the MD19 Roster, Contests and Awards Rules, and Constitution & By-Laws so that it is ready for mailing by the third week in August.
- 3) Oversees the preparation of the master and the printing of all Zone, District and Multiple District Officer stationary.
- 4) Oversees the addition of information on the MD19 Website.

h. Committee Memberships

- 1) Serves on the following MD19 Committee as a full member:
 - a) Annual Convention Committee
 - b) Budget and Finance Committee
 - c) Constitution & By-Laws Committee
 - d) Information Technology Committee
 - e) LEM/PR Team Screening Committee
 - f) Long Range Planning Committee
 - g) Policy Manual
- 2) Serves on the following MD19 Committees as an ex-officio member:
 - a) LEM/PRR Team
 - b) Leadership Committee
 - c) Extension Committee
 - d) Membership Committee
 - e) Public Relations Committee
 - f) International Participation Committee
 - g) Lions Opportunity for Youth Committee
- 3) Serves as an ex-officio member of the Council of Governors

4) Related Functions

- a) Attends meetings to approve those Lions appointed by the Vice Council Chairperson and Vice Council Chairperson Elect to serve as MD19 Committee Chairpersons and committee members during the following fiscal year under the provision of Chapter IV, paragraph H.
- b) Recommends to the Vice Council Chairperson the name of a Lion to serve as International Convention Chairperson.
- c) Can nominate a Lion for the International President's Leadership Award and the International President's Award.

i. **Evaluation Definitions:** Please see EVALUATION DEFINITIONS under "MD19 Evaluation Team".

2. **Administrative Assistant**

a. **Publications**

- 1) Updates the Club, Zone Chairperson, and District Governor Statistical Records for the MD19 monthly bulletin so that they are ready to be printed, collated and mailed by the 10th of each month.
- 2) Prepares and emails out to the District Governors, Vice District Governors, and Zone Chairpersons their publication update forms.
- 3) Updates the MD19 Roster except the Club Data section (Addresses and phone numbers for Club Presidents and Secretaries and meeting information) to be ready for printing by June 15th.
- 4) Updates MD19 Contests and Awards Booklet by June 15th.
- 5) Updates MD19 Constitution & By-Laws by June 15th.
- 6) Following each Council of Governors' Meeting, updates the MD19 Policy Manual online if there are changes and emails the amended portions to all parties concerned.
- 7) Updates the Club Officer Manuals.
- 8) Types and prints other publications as needed.

b. **Record Keeping**

- 1) Records club MMR's and donations for MD19 monthly bulletin. Corresponds with Club Officers regarding membership discrepancies, etc.
- 2) Keeps Contests and Awards Statistics for club and member awards including statistics for the Secretary's Excellence Award.
- 3) Updates Zone Chairperson and District Governor Reports for MD19 monthly bulletin.

c. **Finance**

- 1) Using the monthly stats, creates, prints and emails out club dues statements every six months to Lions Club Treasurers. Prepares, prints and emails out the administrative assessment to the Lioness Club Treasurers each August. The printed copies are filed in the club files.
- 2) Records the payments of MD19 dues, and new club paraphernalia charges. Records CARE and L.C.I.F. donations. These payments and donations are recorded by club and district to be printed in the MD19 bulletin.
- 3) Prepares a report by district of dues and paraphernalia payments for the MD19 Executive Secretary/Treasurer for proper allocation by category.
- 4) Deposits U.S. and Canadian funds received for dues and the sale of MD19 paraphernalia, categorizing all items in the deposits.
- 5) Deposits all money within 48 hours.

d. **District Governor Support**

- 1) As the Council Secretary, he/she records, and emails the Council Meeting Minutes within 60 days of the meeting date.
- 2) Prepares Certification Forms for each Lions Club. This allows the club to prepare its delegates for voting at Annual Convention and / or District elections. Assists the Receptionist in mailing the Forms to each Lions Club.
- 3) In conjunction with the Immediate Past District Governors, prepares and prints ballots for district elections as requested.

- 4) Prepares election paraphernalia for district elections: certification ribbons, stamps, etc., and has them ready to be delivered to the districts prior to their elections.
- 5) Prepares and emails out Registration letters for the LEMPRR Meetings and Council Meetings.

e. **MD19 Membership Growth and Support**

- 1) Extension
 - a) Processes paperwork for new clubs and sends to Lions International.
 - b) Writes letters of welcome and instruction to newly organized clubs.
 - c) Assures that new club paraphernalia is ready for Executive Secretary/Treasurer to present at Charter Night.
- 2) Membership

Assists and supports Membership Chairpersons with ideas and current membership information.
- 3) Leadership
 - a) Offers suggestions for seminars, presenters or ideas that will improve Lionism.
 - b) Takes part presenting in the Zone Chairperson Elect School.

f. **Evaluation Definitions**

Please see EVALUATION DEFINITIONS under Evaluation of Administrative Assistants.

3. **Receptionist**

a. **Office Responsibilities**

- 1) Receives visitors, answering questions when possible and selling supplies.
- 2) Takes messages from the phone recorder.
- 3) Answers the phone, finds answers to questions, and routes calls to specific personnel. When replying to questions, being careful that personal views are not included, only factual information.
- 4) Checks the Email daily, forwarding messages and answering questions.

b. **Clerical**

- 1) Picks up, opens, and dates the mail (processes checks, attaches bills to folders, distributes mail to various offices, and records registration information for various meetings.)
- 2) Records all mailing address changes in computer for mailing labels and in "Cut and Paste" section of MD19 Bulletin.
- 3) Makes and sends mailing labels annually to Club Secretaries for multiple district, district and zone officers. Makes and sends mailing labels as requested throughout the year.
- 4) Orders supplies from Lions Clubs International and other vendors. Records the orders when received. Sends bills when necessary. Orders Contests and Awards material.
- 5) Prints and oversees the collation of the Club Officer Manuals to be ready by January 30th.
- 6) From April 1 - June 30 records Officer changes as found on MD19 Club Officer Report Forms for the Club Data section of the MD19 Roster. Must be ready for printing by June 15th.
- 7) Updates and types "Going Visiting" and prints and collates. This booklet is to be completed by November each year.
- 8) Prepares Registration Books for MD19 Fall Forum and Annual Convention.
- 9) Assists the Administrative Assistant in mailing the Certification Forms to each Lions Club. This allows the club to prepare its delegates for voting at Annual Convention and the District conferences.
- 10) Prepares Voting Credentials Books for District Conferences and MD19 Annual Convention.
- 11) Prepares Fall Forum, Winter Council Meeting, and Annual Convention Tickets.
- 12) Conducts annual inventory of merchandise.
- 13) General Filing.
- 14) Other duties as assigned.

c. **Officer Support**

- 1) Order name badges for Past Council Chairperson, Council Chairperson, Vice Council Chairperson, and Zone Chairpersons.
- 2) Assists MD19 Committee Chairpersons in the implementation of programs.
- 3) Helps to maintain the records for the Zone Chairperson's Excellence Award.

d. **Finance**

- 1) Processes checks, attaching bills to appropriate folders and making copies of all Zone Chairperson Expense Claims before attaching to Zone Chairperson folders.
- 2) Readies payments for bills and Expense Claim checks for mailing.
- 3) Records donation checks and routes to proper destination the same day checks are received.

e. **Evaluation Definitions**

Please see EVALUATION DEFINITIONS under Evaluation of Administrative Assistant / Receptionist.

C. MD19 EVALUATION TEAM and EVALUATION of MD 19 EXECUTIVE SECRETARY/TREASURER

1. PURPOSE OF THE EVALUATION TEAM:

The Evaluation Team will provide consistent job description reviews for the Executive Secretary/Treasurer. In addition to conducting these reviews, the Evaluation Team will share this information with the Council. The Evaluation Team's reviews will recognize outstanding efforts and assist the Executive Secretary/Treasurer in accomplishing mutually agreed upon goals. The Team will also serve as a Liaison between the Council and the Executive Secretary/Treasurer.

2. MAKE-UP OF THE EVALUATION TEAM:

The Evaluation Team is comprised of the current Council Chairperson, or the Vice Council Chairperson in the event the Council Chairperson is unable to attend, and three Lions serving staggered progressive three (3) year terms. Each Team member will serve as Chairperson during his/her final year on the Team.

Each year in February the Evaluation Team Chairperson will accept nominations in writing for the position that will be open June 30th on the Team. The Evaluation Team Members will select the new team member from the nominations made by the Immediate Past District Governors of the Districts affected. The Evaluation Chairperson will announce the name of the new Team Member at the Annual Convention Council of Governors' Meeting at which time the Council will be asked to endorse the person selected for the third-year position of the MD19 Evaluation Team. For continuing balance of selections, the Multiple District is divided into the following Regions: 1. Districts A, H, I; 2. Districts B, C, G; and 3. Districts D, E, F. The order in which these Regions will nominate a replacement on the Evaluation Team is as they are listed above. If a Team member is unable to serve their entire three-year term, a replacement is made for the remaining portion of the term using the same procedure as described in this paragraph.

A Nominee for the Evaluation Team must have all the following qualifications:

- a. A Lion member for at least ten (10) years in Multiple District 19.
- b. A Past District Governor.
- c. Served as a Chairperson of one of the following Multiple District 19 Committees: Extension, Leadership, Membership, Public Relations, Budget & Finance, Contests & Awards, Constitution & By-Laws, Long Range Planning, or Policy Manual.

In addition to the foregoing requirements, it would be most desirable for the nominee to have had experience in personnel supervision / evaluation.

NOTE: At the conclusion of the third year of the Team's existence (1999 – 2000), the Evaluation Team will agree on a replacement for one of the original three Lion. One of the remaining two original members will become the Chairperson of the Team during the fourth year and the two remaining members will make this decision.

During the fourth year the Evaluation Team will be comprised of two original members with a new Lion appointed for a three year term, and the current Council Chairperson. During the fifth year the Evaluation Team will be comprised of one original Team Member who will then be Chairperson, one member having served one year on the team and one new member beginning his/her three year term along with the current Council Chairperson.

3. PROCEDURES FOR EVALUATION FOR EXECUTIVE SECRETARY/TREASURER:

The Evaluation Team Chairperson and the Council Chairperson will set the date, time and place for the review of the Executive Secretary/Treasurer. The Evaluation Team Chairperson notifies the Evaluation Team and the Executive Secretary/Treasurer and arranges for a typist. The Evaluation Team Chairperson

will request information from the current District Governors, Immediate Past District Governor's and the Immediate Past Council Chairperson prior to conducting the Evaluation of the Executive Secretary/Treasurer.

Generally six (6) hours are needed for the review process. The Team members meet for the first hour to review the last evaluation and discuss any concerns and the progress made since the last review. They discuss the current job summary that has been submitted in writing to the Evaluation Team Chairperson and Team members by the Executive Secretary/Treasurer prior to this meeting. As a group, the Team members discuss the topics, which need to be covered during the review and determine the questions that need to be addressed.

Two (2) hours are set aside for the meeting with the Executive Secretary/Treasurer. The first order of business is to discuss any topic that was rated as "Needs Improvement" or "Unsatisfactory" at the last review held. Progress in these areas is discussed. The next step is to review the current status and future direction for each topic in the employee's job description.

The Evaluation Team will attempt to provide a setting that encourages mutual respect for all those involved in the review process. The end result will be recognition for an employee doing a good job and/or suggestions on how specific areas can be improved. At the conclusion of the review, the employee is excused and the Evaluation Team reviews their notes and prepares a composite review.

The composite review is a three-part process.

- a. The first step is for the Evaluation Team Members to reach a consensus of opinion on each topic.
- b. The second step is to rate the specific topics as "Exceptional", "Highly Competent" "Satisfactory", "Needs Improvement" or "Unsatisfactory". (The Evaluation Terms are defined at the end of Section C.)
- c. The third step is the written documentation. Each topic may or may not have a written comment if the rating is "Satisfactory" or above; however, if a topic is rated as "Needs Improvement" or "Unsatisfactory", specific recommendations and clear expectations will be given in writing. The Evaluation Chairperson and Council Chairperson along with the Executive Secretary/Treasurer will clearly identify the process or procedures needed to improve any topics rated as "Needs Improving" or "Unsatisfactory" with specific time lines and consequences if the time lines are not met. (See paragraph 4. "Evaluation Definitions and Process".)

Writing the composite of the comments for each job description topic, rating the topics, and having the review document typed takes about two (2) hours. All members must remain until the process is completed because each of the Team members must sign the Evaluation Composite. A copy of the CONFIDENTIAL typed consensus will be given to each Evaluation Team Member and the Executive Secretary/Treasurer as well as two copies that are put in the Evaluation Team's files (7 copies).

The Council Chairperson or the Vice Council Chairperson and the Evaluation Team Chairperson will personally deliver and discuss the findings with the Executive Secretary/Treasurer on the day of the Review. This should take about an hour. The Executive Secretary/Treasurer then has five (5) business days after receiving the committee's findings, to notify the Evaluation Team Chairperson in writing of any questions or concerns. The same five (5) days apply for the submission of a letter of dissatisfaction to the Evaluation Team Chairperson to start the grievance process.

Presenting the results of the Executive Secretary/Treasurer's Review to the Council of Governors must be done in an Executive Session with only the Evaluation Team and the Council present. The Evaluation Team Chairperson, will share the findings of the Executive Secretary/Treasurer's Review with the Council. Each Council Member in attendance should have his/her MD19 Policy Manual opened to Chapter X "Multiple District 19 Headquarters and Staff" Section B in order to refer to the printed job expectations while viewing the current findings. A copy of the job summary written by the Executive Secretary/Treasurer for the Review will be provided to each Council member. Time will be set aside at the conclusion of the presentation for questions, concerns, and comments from the Council. Specific recommendations from the Council will be put in writing and will be presented to the Executive Secretary/Treasurer by the Council Chairperson and the Evaluation Team Chairperson.

If a Council Member has specific concerns during the year regarding the Executive Secretary/Treasurer's job performance, written documentation should be sent to the Evaluation Team Chairperson with a copy to the Council Chairperson. The Evaluation Team at their next regularly scheduled review will address these concerns and a response will be sent to the Council Member making the inquiry.

The Executive Secretary/Treasurer's Reviews will be held each year between October and the end of December unless the need arises for additional reviews. If requested, a summary will be provided by the Executive Secretary/Treasurer in April. In the event of a new Executive Secretary/Treasurer, a review should take place within six months of the date of hire.

If the Executive Secretary/Treasurer is dissatisfied with an evaluation received from the Evaluation Team and states in writing that dissatisfaction within the required five (5) days, a meeting of the Executive Secretary/Treasurer, Council Chairperson and Evaluation Team Chairperson must be held in an attempt to reach a mutually satisfactory settlement. If the problem is not successfully resolved to everyone's satisfaction at this meeting, the Council Chairperson must bring the grievance before the Council of Governors in an Executive Session. Testimony will be heard from both the Evaluation Team and Executive Secretary/Treasurer at the Executive Session. The Council will make the final decision regarding the issue and will inform the Executive Secretary/Treasurer and Evaluation Team of the outcome as soon as the decision is reached.

4. EVALUATION DEFINITIONS and PROCESS:

HIGHLY COMPETENT:

The Executive Secretary/Treasurer consistently employs strong positive interpersonal skills when dealing with the public, Lions members, Lion leaders and office support staff. The Executive Secretary/Treasurer demonstrates an ability to foresee possible sensitive issues and the skill to offer alternative resolutions.

SATISFACTORY – The Executive Secretary/Treasurer fulfills the job description requirements competently.

NEEDS IMPROVEMENT:

The Executive Secretary/Treasurer does not meet the job description requirements for a specific area of operation. After the Evaluation Team presents its findings, the Executive Secretary/Treasurer must design a plan for improvement. The Executive Secretary/Treasurer will present the written plan of action to the Council Chairperson and the Evaluation Team Chairperson within five (5) business days of the Review. The three parties will agree upon a reasonable time for improvement. Progress will be monitored regularly by the Council Chairperson and the Evaluation Team Chairperson. The Council Chairperson and the Evaluation Team Chairperson will complete a re-evaluation of the topic before the next Review.

UNSATISFACTORY:

When the Executive Secretary/Treasurer fails to upgrade a specific area of operation from a "Needs Improvement" status within the time limits agreed upon, that area would then be rated "Unsatisfactory". Generally an "Unsatisfactory" rating will not be given for any topic until the Executive Secretary/Treasurer has been given the opportunity to upgrade it from a "Needs Improvement" rating. Assistance will be offered to create an Employee Action Plan when an "Unsatisfactory" rating is given. A meeting of the Council Chairperson, Evaluation Team Chairperson and the Executive Secretary/Treasurer will be held on or within five (5) business days following the Review to discuss a positive plan of action. The Executive Secretary/Treasurer, with the support of the Council Chairperson and Evaluation Team Chairperson, will provide a written action plan to the Evaluation Team, which outlines clear goals and methods, designed to bring this rating to "Satisfactory". The three parties will review, agree and sign off on the plan. This plan will be immediately implemented and its progress monitored by the Council Chairperson and the Evaluation Team Chairperson on a weekly basis. If the three (3) parties agree that the issue shows positive progress, the rating may be upgraded to an "Needs Improvement" or "Satisfactory" rating before the next scheduled Review with the Evaluation Committee. A continuous rating of "Unsatisfactory" will be grounds for termination of employment.

5. EVALUATION OF ADMINISTRATIVE ASSISTANT / RECEPTIONIST:

The hiring, evaluating, and terminating of the Office Staff is the responsibility of the Executive Secretary/Treasurer. It is recommended for a Staff Member's first year that quarterly evaluations are completed. After the first year, the Executive Secretary/Treasurer may set quarterly, semi-annual, or annual reviews dependent upon the need. The results of the evaluations will be shared with the Administrative Assistant and Receptionist separately and a copy of the reviews will be sent to the Evaluation Team Chairperson.

THE EVALUATION DEFINITIONS AND PROCESS:

EXCEPTIONAL– The staff member shows insight and vision by proposing new and more efficient methods of dealing with procedures in the office. The staff member interacts well with the great variety of people that make up the Lions organization, demonstrating an ability to diffuse potentially volatile situations. This person is always striving for excellence in their job performance.

HIGHLY COMPETENT– Tasks are performed efficiently and accurately. The staff member takes the initiative to find the answers to questions and problems without being directed to do so. A willingness to learn is evidenced by enrolling in classes pertaining to the tasks being performed in the MD19 Office.

SATISFACTORY – The employee meets the job description requirements competently

NEEDS IMPROVEMENT - This may be a single or multiple issue under one job description heading. Within ten (10) days of the employee's review, the employee will present a written plan with clear goals and methods to bring this rating to "**Satisfactory**". This plan will be presented to the Executive Secretary/Treasurer with a reasonable time line for its completion, which will be agreed upon by the Executive Secretary/Treasurer and the

employee. If the issue is resolved to the satisfaction of both parties, it will be upgraded to a **“Satisfactory”** status. If not, the problem will be re-evaluated to **“Unsatisfactory”**

UNSATISFACTORY – Generally an “Unsatisfactory” rating will not be given for any topic until the staff member has been given the opportunity to upgrade it from a “Needs Improvement” rating. Any job description issue that falls in this category must have an immediate employee action plan. A meeting of the Executive Secretary/Treasurer and the employee will be held within five (5) business days of the review. The employee and Executive Secretary/Treasurer will devise a written action plan with a time line outlining clear goals and methods to improve the rating. At this time the two (2) parties will review, agree, and sign off on the plan. This action plan will be immediately implemented and its progress monitored by the Executive Secretary/Treasurer on a weekly basis with the Evaluation Team Chairperson being kept abreast of the situation. Unsatisfactory progress will be grounds for termination of employment.

If the staff member is to be terminated, the Executive Secretary/Treasurer must submit the reasons for termination in writing to that staff member at the time of termination. If the terminated staff member wishes to challenge the decision of the Executive Secretary/Treasurer, he/she must make a written appeal postmarked within five (5) business days to the Evaluation Team Chairperson. The Committee will review the appeal and make recommendations to the Executive Secretary/Treasurer with whom the final decision will rest.

6. SALARY and WAGE ADJUSTMENTS

Based on the review, the Executive Secretary/Treasurer may submit a recommendation for a salary increase for a staff member to the MD19 Budget and Finance Committee.

Based on the review, the Evaluation Team may submit a recommendation for a salary increase for the Executive Secretary/Treasurer to the MD19 Budget and Finance Committee.