

CLUB LEADERSHIP ROLES

As an officer, you'll have many opportunities to assist your club over the coming term. It takes teamwork to run a successful club, so be sure to ask other members for their help when needed.

1 PRESIDENT

As the person who sets the tone for the club, you are expected to provide helpful, supportive leadership for all of the club's activities and be the first to assume responsibility for the progress and welfare of the club.

You motivate, make peace and facilitate as required. Though you must occasionally step in and make a difficult decision, rarely do so without consulting club members and other club officers. Strive to show respect for all members, even when you do not agree with them, and provide leadership for all.

CLUB CONSTITUTION FOR CLUBS OF TOASTMASTERS INTERNATIONAL

Article VII: Duties of Officers, Section 1

The Club President is the chief executive officer of this club and is responsible for fulfilling the mission of this club. The president chairs meetings of this club and the Club Executive Committee, appoints all committees, and has general supervision of the operation of this club. The president shall be an ex officio member of all committees of this club except the Club Leadership Committee and shall serve as one of this club's representatives on the Area and District Councils. The president shall transmit to this club for its approval or disapproval all ideas and plans proposed by the Area and District Councils which may affect this club or its individual members; and shall take no action binding upon this club without either specific prior authorization or subsequent ratification by this club.

PRESIDENT RESPONSIBILITIES

Preside over Meetings

The club president opens and presides over every club, business and executive committee meeting. This means the president takes charge of the proceedings and keeps the agenda moving forward. As president, you are expected to manage procedural matters in the conduct of the meeting and to apply parliamentary procedure as outlined in *Robert's Rules of Order Newly Revised*. (You may purchase this book from your local book seller or an online retailer such as [Amazon.com](https://www.amazon.com).) Your focus is on club quality and the members' experience.

Earn Distinguished Club Recognition

You work together with all of the club's leaders to achieve success in the Distinguished Club Program by encouraging education achievements, building and maintaining membership, attending club officer training and submitting membership dues payments, officer lists and other documents on time. You recognize member achievements by presenting certificates at club meetings, sending personal messages of congratulations and otherwise publicly praising the good work of club members.

Member Achievements to Recognize

- Best of the meeting (e.g., best speaker, best Table Topics, best evaluator)
- Education awards
- Successfully conducting an event (e.g., speech contest, membership drive, Speechcraft, Youth Leadership)
- Long-standing membership (e.g., five years, 10 years, 20 years)

Lead and Guide

The president serves as the club's representative at the district and international levels.

As president, it's your responsibility to provide leadership for the club whenever it's required. This includes creating a nurturing learning environment and enhancing club quality by conducting well-run, energetic, interesting meetings; actively seeking and connecting with club members and officers; listening patiently and offering assistance; and resolving conflicts as they arise.

If a problem arises within the club that could result in terminating or denying membership, see Protocol 3.0, Section 2 of *Policy and Protocol* for guidance and procedure.

Base Camp Manager

Base Camp managers help facilitate member progress in the Toastmasters Pathways learning experience by verifying education, approving requests, and tracking progress on Base Camp. The president, vice president education and secretary are the only club officers who have access to the Base Camp manager page; clubs must ensure that at least one of these officers is able to complete Base Camp manager tasks.

www.toastmasters.org/Education/Pathways/FAQ

If anyone ever threatens to take legal action for an issue related to Toastmasters, the Toastmasters International Executive Team must be contacted immediately via boardcontact@toastmasters.org.

SUMMARY OF RESPONSIBILITIES

Before Club Meetings

- Ask the vice president education if any members are to receive special recognition at the meeting.
- Ask the vice president membership if any new members are to be inducted at the meeting.
- Plan the business portion of the meeting.
- Review necessary parliamentary procedure.

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Upon Arrival at Club Meetings

- Review the meeting agenda.
- Greet guests and members as they arrive to help them feel welcome.

During Club Meetings

- Call the meeting to order promptly at the scheduled time.
- Introduce guests.
- Briefly explain the meeting's events for the benefit of guests.

- Introduce the Toastmaster of the meeting.
- Conduct the business portion of meeting.
- Give the date, time and place of the next meeting.
- Make any announcements.
- Adjourn the meeting on time.

Outside Club Meetings

- Attend and vote at area and district council meetings.
- Attend the Annual Business Meeting at the International Convention to vote on behalf of the club or assign your club's proxy to a member who is attending the International Convention.
- Appoint the club's audit committee near the end of the term.
- Appoint the nominating committee to nominate new club officers before the beginning of the term.
- Schedule and chair club executive committee meetings.

COMMON SCENARIOS PRESIDENTS FACE

Following are examples of scenarios you may encounter in your role as club president and suggestions for how to resolve them. As you successfully respond to your own experiences in this role, be sure to share them with the Club and Member Support team at World Headquarters (clubofficers@toastmasters.org).

Scenario: A member who is scheduled to fill a meeting role does not come to the meeting.

Possible solutions: Help the Toastmaster of the meeting fill the role by recruiting another member who doesn't already have an assigned role.
If necessary, fill the role yourself. This could be an opportune time to deliver a module from the Successful Club Series or Better Speaker Series.

Scenario: A club officer is underperforming, frequently absent or otherwise unable to fulfill their duties, leaving you, the president, with more to do.

Possible solutions: Meet with the club officer immediately and ask what you can do to help. Engage, encourage and energize them to develop and use the skills required for the job.

Examine your own leadership approach. Ask yourself if you are contributing to the club officer's problems.

Scenario: A club member is belligerent, controlling or otherwise causing trouble at meetings.

Possible solutions: Contact the member immediately and listen to their point of view. (Often, this is enough to solve the problem.)

Give the club member a task that focuses their energies.

Explain the importance of orderly, positive club meetings to the entire group, so the member does not feel singled out.

If the club member needs to be removed, see the *Club Constitution for Clubs of Toastmasters International*, Article II: Membership, Section 7, and Protocol 3.0: Ethics and Conduct, 2.

President Resources

<i>Chairman</i> (Item 200)	www.toastmasters.org/200
<i>Club Constitution for Clubs of Toastmasters International</i>	www.toastmasters.org/govdocs
<i>Distinguished Club Program and Club Success Plan</i> (Item 1111)	www.toastmasters.org/1111
<i>Personally Speaking</i>	www.toastmasters.org/B63

VICE PRESIDENT EDUCATION

As vice president education, you schedule members' speeches, verify the completion of projects and serve as a resource for questions about the education program, speech contests and your club mentor program. You are an important source of Toastmasters knowledge for club members and it is your job to become familiar with all aspects of the Toastmasters education program.

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CLUB CONSTITUTION FOR CLUBS OF TOASTMASTERS INTERNATIONAL

Article VII: Duties of Officers, Section 2

The Vice President Education is the second-ranking club officer and is responsible for planning, organizing, and directing a club program which meets the educational needs of the individual members. The Vice President Education chairs the Club Education Committee. The Vice President Education also serves as one of this club's representatives on the Area and District Councils and shall take no action binding upon this club without either specific prior authorization or subsequent ratification by this club.

VICE PRESIDENT EDUCATION RESPONSIBILITIES

Coordinate Club Schedule

You oversee the creation of the club schedule at least three weeks in advance.

You ensure that all meeting roles are properly fulfilled; for example, you wouldn't assign a new member to be the Toastmaster of their first meeting.

Publish, email or otherwise distribute the meeting schedule regularly so that all members know what's expected and can adjust accordingly if necessary.

Assist with Education Awards

Explain the Toastmasters education program to members.

Orient new members to the Toastmasters education program within two meetings of their joining the club.

Educate continuing members about the various education awards they can earn, and how they can stay on track to earn them in the least possible time.

Arrange meetings to help members complete education awards in a timely fashion.

Verify projects as members complete them, and submit award applications to World Headquarters when all of the requirements are met.

OVERWHELMED? GET HELP!

As your club's vice president education, your workload gets heavy at times; just remember, you are in a position to gain excellent leadership experience and learn how a Toastmasters club works. If you find that the burden is too heavy, you can always ask for a volunteer assistant to help you; this is a great way to teach someone about the Toastmasters education program and groom a successor to run for the office when the next executive committee is elected.

ACCREDITED SPEAKER PROGRAM

Each year, Toastmasters International provides an opportunity for professional-level speakers with expert knowledge in a particular subject to earn the designation of Accredited Speaker. If this describes you or a member of your club, learn more about the Accredited Speaker Program here: www.toastmasters.org/membership/accredited-speaker. Applications are accepted between **January 1** and **February 1** each year.

Base Camp Manager

For most clubs, the vice president education will assume the role of Base Camp manager in the Toastmasters Pathways learning experience. The Base Camp manager helps facilitate member progress by verifying education, approving requests, and tracking progress on Base Camp. The president, vice president education and secretary are the only club officers who have access to the Base Camp manager page; clubs must ensure that at least one of these officers is able to complete Base Camp manager tasks. www.toastmasters.org/Education/Pathways/FAQ

Plan Speech Contests

Read the *Speech Contest Rulebook* (Item 1171) thoroughly and refer to it as necessary when planning speech contests. Information can also be found at www.toastmasters.org/speechcontests.

Find out which speech contests the district is scheduled to host during your term of office and plan your club contests accordingly.

Manage Mentor Program

Assign every new member a mentor and keep track of who is mentoring whom.

The Mentor Program Kit (Item 1163) provides everything needed to start a mentoring program for club members. Encourage members of your club to complete the Pathways Mentor program and look to assign mentors who have completed all the projects.

SUMMARY OF RESPONSIBILITIES

1 Before Club Meetings

- Review the scheduled roles for the meeting five to seven days in advance.
- Offer support to the Toastmaster of the meeting to confirm members' role assignments and plan for substitutions if necessary.
- Notify the club president if any members are scheduled to earn their education awards at the upcoming meeting.

1 Upon Arrival at Club Meetings

- Verify that the members assigned to meeting roles have arrived and are prepared to perform their duties.
- Remind members with meeting roles to select an evaluator for their project.
- Assist the Toastmaster in filling meeting roles for absent members.
- Greet guests by asking them if they are willing to participate in the meeting or if they'd prefer to observe.
- If guests agree to participate, inform the Topicsmaster that he or she can call on those guests as Table Topics speakers and ask the club president to introduce the guests at the beginning of the meeting.

During Club Meetings

- Assist members with verifying the completion of their projects.
- Recognize members when they earn awards.
- Preside over the meeting when the club president is absent.
- Answer member questions about the Toastmasters education program or speech contests and agree to research questions you don't know the answers to.

COMMON SCENARIOS VICE PRESIDENTS EDUCATION FACE

Following are examples of scenarios you may encounter in your role as vice president education and suggestions for how to resolve them. As you successfully respond to your own experiences in this role, be sure to share them with the Club and Member Support team at World Headquarters (clubofficers@toastmasters.org).

Scenario: It's difficult to find the time to create a good, workable club schedule that keeps all members happy and moving forward in the Toastmasters education program.

Possible solutions: As much as possible, be prepared. Create schedules one or two months in advance and post them on the club's website where everyone can see them.

Devise a system of automatic meeting role rotation, from simplest to most demanding; for example, each new member begins by presenting the thought of the day, then moves to Ah-Counter, then grammarian, then timer and so on, until the new member fills a speaker role and eventually becomes Toastmaster of a meeting.

Scenario: Members are not always willing to commit to meeting roles.

Possible solutions: Encourage each Toastmaster of the meeting to initiate an email discussion several days before the meeting to confirm each member assigned to a meeting role is able to fulfill his or her duties. Emphasize the importance of member participation and commitment, and regularly acknowledge and thank members for their help in running quality meetings.

Scenario: A longtime member is not ready to begin Pathways and wants to remain in the traditional education program.

Possible solutions: Meet with the member and ask what you can do to help. Encourage and energize them to gain familiarity with Base Camp. If able, spend time walking the member through their first project in Pathways. Explain the benefits of Pathways as clearly as possible, and remind them that the heart of the club experience—i.e. speeches, evaluations, leadership and fellowship—is not changing.

SPECIAL MEETINGS FOR PREPARED SPEECHES

If a club has a large number of members and has difficulty accommodating all those who want to speak at meetings, the club may occasionally conduct a special meeting devoted solely to project speeches. These meetings are often called "speakathons," "speech marathons" or "speakouts." The only reason such meetings may be held is to help individual members improve speaking skills and they may be organized only by a club. Members are limited to one speech at any meeting for credit toward any education award. Districts, including areas and divisions, may not organize this type of meeting for clubs and clubs may not invite members from other clubs to participate in these meetings. Members of other clubs may attend as audience members.

THE EDUCATION COMMITTEE

In many ways, the vice president education holds the most demanding office in a Toastmasters club. If you try to handle all of your duties alone, you are likely to be overwhelmed. A committee of dedicated club members can help make your job much easier. Committee members can organize speech contests, orient new members and work on other special projects.

Vice President Education Resources

Speech contest information	www.toastmasters.org/speechcontests
<i>Speech Contest Rulebook</i> (Item 1171)	www.toastmasters.org/1171
<i>Distinguished Club Program and Club Success Plan</i> (Item 1111)	www.toastmasters.org/1111
Wall Chart Set (Item 306)	www.toastmasters.org/306
Accredited Speaker Program	www.toastmasters.org/accreditedspeakers
Education program FAQs	www.toastmasters.org/Education/Pathways/FAQ
Member Achievement Record	www.toastmasters.org/memberachievementrecord
Educational achievement, gifts and recognition	www.toastmasters.org/shop

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VICE PRESIDENT MEMBERSHIP

You promote the club and manage the process of bringing in guests and transforming them into members.

By initiating contact with guests, helping them feel welcome and providing them with the information they need to join, you help maintain a constant influx of new people into your club. You also attentively monitor membership levels and strategize with the rest of the executive committee about how to overcome membership challenges when they occur.

NEW MEMBER INDUCTION

Inducting officer:

"Membership in Toastmasters is a privilege, and the only way to gain the benefits of our program is to actively participate.

Do you, (names), promise to be active members of this club, to attend meetings regularly and prepare fully for your duties? Do you also promise to fulfill the other points in the Toastmaster's Promise?" (You can list additional points if you wish.) (Members reply, "Yes.")

Then turn to the club and ask:

"Do you, the members of X Toastmasters club, promise to support (names) as they work the Toastmasters program?" (The club members say, "Yes.") "It is my pleasure to declare you installed as members of X Toastmasters club." (If your club presents a Toastmasters pin to members, do it at this time.)

CLUB CONSTITUTION FOR CLUBS OF TOASTMASTERS INTERNATIONAL

Article VII: Duties of Officers, Section 3

The Vice President Membership is the third-ranking club officer and is responsible for planning, organizing, and directing a program that ensures individual member retention and growth in club individual membership. The Vice President Membership chairs the Club Membership Committee. The Vice President Membership serves as one of this club's representatives on the Area Council and shall take no action binding upon this club without either specific prior authorization or subsequent ratification by this club.

VICE PRESIDENT MEMBERSHIP RESPONSIBILITIES

Recruit New Members

You lead the club's efforts to continually increase membership.

Promote the goal of gaining one new member per month and, if the club has fewer than 20 members, obtaining 20 members by year-end or sooner.

Conduct Membership-building Programs

You organize and promote the club's participation in the Smedley Award, Talk Up Toastmasters and Beat the Clock membership programs. For information about these programs, go to www.toastmasters.org/membershipprograms.

Encourage club members to gain recognition in the form of a Sponsor Award by sponsoring five, 10 or 15 new members.

Assist Guests

Answer emails, phone calls and other inquiries from prospective members and encourage them to visit the next club meeting.

Make contact with guests and encourage fellow club members to always help guests feel welcome. Have each guest fill out a **Guest Information Card and Badge** (Item 231). 6

Distribute **Guest Packets** (Item 387) with fliers that include your club information.

Process Membership Applications

You collect and manage paperwork in the application process. Collect initial dues payments and applications from prospective members and submit them to the treasurer.

Organize and participate in a Membership Committee tasked with considering all new member applications. Be sure new memberships are voted on by a majority of club members. See the *Club Constitution for Clubs of Toastmasters International*, Article II, Section 2: Admission to Membership.

Arrange a vote and induction ceremony for any joining member. 1

SUMMARY OF RESPONSIBILITIES

Before Club Meetings

- Make a list of the new members who have joined the club since the last meeting and contact the club president to coordinate an induction ceremony at the next meeting.
- Make **Guest Packets** to distribute to guests at the meeting.
- Contact former guests who have not joined and members who have not been attending recent meetings and gently persuade and encourage them to come to the next club meeting.

Upon Arrival at Club Meetings

- Greet all guests and members at the door and welcome them to the meeting.
- Provide all guests with **Guest Packets**.
- Answer any questions guests may have about the club.

After Club Meetings

- Meet with guests to answer questions and explain the benefits of Toastmasters.
- Invite guests to join the club or to attend another club meeting if they are hesitant to join.
- Help guests who do wish to join to complete the **Membership Application** (www.toastmasters.org/membershipapps).

COMMON SCENARIOS VICE PRESIDENTS MEMBERSHIP FACE

Following are examples of scenarios you may encounter in your role as vice president membership and suggestions for how to resolve them. As you successfully respond to your own experiences in this role, be sure to share them with the Club and Member Support team at World Headquarters (clubofficers@toastmasters.org).

- Scenario:** Your club is experiencing rapid turnover in membership; members sign up, stay for a few weeks, then move on.
- Possible solutions:** Encourage members to keep meetings lively, to start and end on time, to keep a positive atmosphere and to vary activities with a special event, themed meeting or guest speaker.
Contact lapsed club members and invite them to a special event.
Nominate a “Snackmaster” to bring food to each meeting.
Always recognize member achievements—even the small ones.
Keep new guests coming in to replace lapsed members.
- Scenario:** Your club loses members during summer and winter holidays.
- Possible solutions:** Schedule a club special event in January and September; make an effort to contact all members after they return from their vacations.
- Scenario:** You suffer a sudden loss of members in your company club due to layoffs.
- Possible solutions:** Organize a Speechcraft for the company to attract new members. Make sure the club meetings are mentioned on the company intranet, in newsletters and so on.

Vice President Membership Resources

Success 101 (Item 1622)	www.toastmasters.org/1622
Membership program information	www.toastmasters.org/membershipprograms
<i>Distinguished Club Program and Club Success Plan</i> (Item 1111)	www.toastmasters.org/1111
Membership Growth	www.toastmasters.org/1159
Speechcraft information	www.toastmasters.org/speechcraft

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VICE PRESIDENT PUBLIC RELATIONS

You promote the club to the local community and notify the media about the club’s existence and the benefits it provides. You promote the club, update web content and safeguard the Toastmasters brand identity. It’s your job to notify the media whenever your club does something newsworthy.

As vice president public relations, you’ll find yourself writing news releases, creating and distributing fliers and maintaining the club’s presence on the web and in the community.

CLUB CONSTITUTION FOR CLUBS OF TOASTMASTERS INTERNATIONAL

Article VII: Duties of Officers, Section 4

The Vice President Public Relations is the fourth-ranking club officer and is responsible for developing and directing a publicity program that informs individual members and the general public about Toastmasters International. The Vice President Public Relations chairs the Club Public Relations Committee.

VICE PRESIDENT PUBLIC RELATIONS RESPONSIBILITIES

Publicize the Club

You publicize your club's activities both internally to members and externally to various audiences through media outlets.

- Publish club meeting times and location.

- Write and distribute news releases about club activities, member achievements and special events such as open houses.

- Maintain club presence in the local newspaper's events calendar.

- Create and update the club's social media channels such as Facebook, Twitter, LinkedIn and Meetup. Be sure the names of your club's social network accounts are specific enough to the club so they're not confused with existing Toastmasters International accounts. Share login and password information with future officers so the sites are kept up to date.

Below are some ways to use social media to promote clubs, engage current members and attract new members.

LinkedIn

Network with members and share club news and information, public speaking and leadership tips.

Follow the Toastmasters International LinkedIn page or Members Group to get the latest news.

Facebook

Publicize what's happening at your club, such as speech contests or open houses. You can easily share pictures and videos. Tag members of your club to help them feel engaged. Post news and announcements, success stories and educational achievements. Follow the Toastmasters International Fan Page or join the International Members Group for the latest news and updates.

Twitter

Share public speaking and leadership tips. Include announcements, success stories and educational achievements. Link posts to your club website, news articles or releases about your club or district.

Follow @toastmasters for news, helpful tips and links to newsworthy articles about public speaking, leadership, communication and more.

YouTube

Attract visitors to your club by posting your members' best speeches or video testimonials about Toastmasters' benefits. Check out what other clubs around the world are doing on the Toastmasters YouTube channel.

PUBLIC RELATIONS OPPORTUNITIES

Though most vice presidents public relations have little or no professional experience in the field, they find that there are many ways to increase the club's visibility to the community for little or no expense. Is the local high school hosting a speech contest for its students? Arrange for a club member to volunteer as a judge and send her to the event armed with some promotional materials. If you're in a company club, look for places to display the club's name, meeting times and contact information, including the company's bulletin boards, in the break room, on the intranet calendar, etc.

Meetup

The use of active and engaged Meetup groups is an effective tool to connect with potential members. Keep in mind that it works best in highly populated areas.

Keep Club Website Current

You ensure that the club's contact information is current and easy to find. You also check to see that your club's listing is current on www.toastmasters.org/findaclub.

Update your club website as necessary to include upcoming events, membership program results, speech contests and so on.

Use the website to recognize achievement, such as education awards, speech contest winners and Distinguished Club Program goals met.

For guidance, see **Protocol 4.0: Intellectual Property**, Section 2. Websites.

Safeguard the Toastmasters Brand, Trademarks and Copyrights

By maintaining the integrity of the Toastmasters brand, trademarks and copyrights, you ensure that a consistent message is communicated from club to club in all locations. This, in turn, increases understanding and global awareness of Toastmasters International. Your role is to safeguard the Toastmasters brand, trademarks and copyrights by ensuring that all Toastmasters materials used or created by your club comply with appropriate copyright and trademark laws as well as the guidelines contained in the **Logos, Images and Templates** section of the Toastmasters International website. You should also reference the **Trademark Use Request** and Protocol 4.0: Intellectual Property, Section 1. Trademarks.

Unauthorized use of the brand, trademarks or copyrighted materials is prohibited. All uses not described in Protocol 4.0: Intellectual Property, Section 1. Trademarks must receive prior written authorization. Each request is reviewed on a case-by-case basis and is subject to the approval of the Chief Executive Officer.

Trademark and Copyright Resources

Trademark Use Request	www.toastmasters.org/trademarkuse
Governing documents	www.toastmasters.org/govdocs
Social Networking	www.toastmasters.org/socialnetworking

SUMMARY OF RESPONSIBILITIES

Before Club Meetings

- Verify that the club's themes, meeting times and location are current for the following week.
- Order promotional materials for distribution by members at www.toastmasters.org/marketing.

Places to Post and Update Club Themes, Meeting Times and Locations

- Club website
- Social media channels, such as Facebook, Twitter, LinkedIn, Instagram and Meetup
- Online directories, such as Google My Business or Bing Places for Business
- Club and company newsletters
- Club and company event calendars
- Company intranet sites

During Club Meetings

- Distribute promotional materials to members for distribution at their workplace, school, etc.
- Report the results of public relations efforts, bringing newspaper clippings, printouts and so on to share with the club.
- Announce the commencement of public relations campaigns.

COMMON SCENARIOS VICE PRESIDENTS PUBLIC RELATIONS FACE

Here are some common situations you may encounter in your role as vice president public relations and suggestions for how to resolve them. As you successfully respond to your own experiences in this role, be sure to share them with the Public Relations team at World Headquarters (pr@toastmasters.org) and the Club and Member Support team (clubofficers@toastmasters.org).

- Scenario:** Your news releases aren't noticed by the media.
- Possible solutions:** Make sure you submit releases in the appropriate format for each outlet you contact. Ensure photos are the correct size and quality. Identify and contact media outlets to introduce yourself and learn their procedure for submitting news releases.
- Scenario:** You don't have enough time in your schedule to promote the club as much as you'd like.
- Possible solutions:** Try using the options that deliver the best results for the least investment in time and resources. Networking is always a good approach; tell everyone in your social circles. Use LinkedIn, Facebook, Twitter and other social media channels to keep in contact with members, share photos and club updates. Delegate tasks to other club members and encourage them to help.
- Scenario:** You don't know if your public relations efforts are successful.
- Possible solutions:** Ask each guest how they heard about your club and keep track of the responses. Do the same for emails and phone calls from interested prospects. Spend more time and possibly more club funds on those promotional efforts that yield results.

Vice President Public Relations Resources

<i>Let the World Know</i> (Item 1140)	www.toastmasters.org/1140
Media Center	mediacenter.toastmasters.org
Public Relations	www.toastmasters.org/publicrelations
All About Toastmasters (Item 124)	www.toastmasters.org/124
<i>Distinguished Club Program and Club Success Plan</i> (Item 1111)	www.toastmasters.org/1111
Logos, Images and Templates	www.toastmasters.org/logos
Marketing Resources	www.toastmasters.org/marketingresources
Brand	brand@toastmasters.org

5 SECRETARY

You maintain all club records, manage club files, handle club correspondence and take the minutes at each club and executive committee meeting. You are also in charge of updating and distributing a roster of the current paid membership and keeping the club officer list current for Toastmasters International.

Though some clubs combine the secretary role with the treasurer, it's best to have a dedicated secretary who can help reduce the workload of the treasurer and occasionally assist the vice president education as well.

Order supplies for the club as needed.

CLUB CONSTITUTION FOR CLUBS OF TOASTMASTERS INTERNATIONAL

Article VII: Duties of Officers, Section 5

The Club Secretary is responsible for club records and correspondence. The Club Secretary has custody of the club's charter, constitution, and addendum and all other records and documents of this club; keeps an accurate record of the meetings and activities of this club and of the Club Executive Committee; maintains an accurate and complete roster of individual members of this club, including the address and status of each individual member and transmits the same to the successor in office. The Club Secretary provides notices of meetings as required by this constitution and immediately notifies World Headquarters of any change in the roster of individual members.

SECRETARY RESPONSIBILITIES

Take Notes

You take the minutes at each club meeting and executive committee meeting.

Items to Record in Meeting Minutes

- Club name
- Date
- Type of meeting (club or executive committee meeting)
- Meeting location
- Names of meeting attendees
- Name of the presiding officer
- Corrections to and approval of the previous meeting's minutes
- All motions, including the name of the mover, the name of the person who seconds the motion—if the club requires it—and whether the motion passed or was defeated
- Committee reports
- Main points of any debate or discussion

Maintain Files

Maintain club files, including meeting minutes, resolutions and correspondence. Certain materials must be kept for specific lengths of time.

MATERIAL	LENGTH OF TIME
Club Charter <i>Club Constitution for Clubs of Toastmasters International</i> Addendum of Standard Club Options Club Policies	Always
501(c)(3) Club Employer Identification Number (EIN) Assignment Letter (U.S. clubs only)	Always
Signed Membership Applications Club Rosters	Always
Meeting Minutes and Attendance Records	Always
Legal, Controversial or Important Correspondence	Always
Distinguished Club Program Performance Reports	Always
Annual Financial Statements	Always
Cancelled Checks Bank Statements Journals Audits	7 years
Internal Reports (including officer and committee reports)	5 years
Routine Correspondence	3 years

Comply with all local laws, regulations and ordinances in regards to recordkeeping and personal and financial information.

Report New Officers

You report new officers to Toastmasters International World Headquarters. After new officers are elected, update the club officer list online at www.toastmasters.org/clubcentral.

Base Camp Manager

The secretary can support the vice president education as Base Camp manager in the Toastmasters Pathways learning experience. The Base Camp manager helps facilitate member progress by verifying education, approving requests, and tracking progress on Base Camp. The president, vice president education and secretary are the only club officers who have access to the Base Camp manager page; clubs must ensure that at least one of these officers is able to complete Base Camp manager tasks.

www.toastmasters.org/Education/Pathways/FAQ

SUMMARY OF RESPONSIBILITIES

1 Before Club Meetings

- Post the minutes of the previous club meeting online and notify club members that the minutes are available for review.
- Prepare for the president a list of actions to be taken during the business meeting, including unfinished business, announcements and correspondence.

Upon Arrival at Club Meetings

- Circulate the club's attendance sheet and **Guest Book** (Item 84) for members and guests to sign.

During Club, Business and Executive Committee Meetings

- Read the minutes of the previous meeting, note any amendments and record the minutes of the current meeting.

COMMON SCENARIOS SECRETARIES FACE

Following are examples of scenarios you may encounter in your role as secretary and suggestions for how to resolve them. As you successfully respond to your own experiences in this role, be sure to share them with the Club and Member Support team at World Headquarters (clubofficers@toastmasters.org).

Scenario: It's difficult to take meeting minutes while participating in the club business meeting at the same time.

Possible solutions: If you're planning to raise an important issue at a business meeting, arrange for another club member to take the minutes during that time.

Scenario: It's hard to find the balance between too much and too little detail in the minutes.

Possible solutions: For business meetings and club executive committee meetings, focus mainly on the motions and any information pertaining to the motions. Be sure to capture the time and place of the meetings, people present and their positions, assignments for the next week's meeting and any outstanding issues or tasks that need further discussion.

- Scenario:** The previous club secretary did not keep the club files in order.
- Possible solutions:** Track down any necessary documents, including the club charter, addendum, minutes, resolutions and relevant correspondence.
- If necessary, use club funds to purchase a portable file caddy or other small container to organize your files.
 - Develop, maintain and document a simple, effective filing system and pass it on to your successor.

Secretary Resources

<i>Distinguished Club Program and Club Success Plan</i> (Item 1111)	www.toastmasters.org/1111
Guest Book (Item 84)	www.toastmasters.org/84
Club officer list	www.toastmasters.org/clubcentral

TREASURER



You are the club’s accountant. You manage the club’s bank account, writing checks as approved by the executive committee and depositing membership dues payments and other club revenues. You are also in charge of submitting membership dues payments to World Headquarters (accompanied by the names of renewing members), filing necessary tax documents and keeping timely, accurate, up-to-date financial records for the club.

Though the treasurer’s duties are usually not the most demanding of all the club leadership positions, the consequences for members can be serious when they’re not completed accurately and on time.

CLUB CONSTITUTION FOR CLUBS OF TOASTMASTERS INTERNATIONAL

Article VII: Duties of Officers, Section 6

The Club Treasurer is responsible for club financial policies, procedures, and controls. The Club Treasurer receives and disburses, with the approval of this club, all club funds; pays to Toastmasters International all financial obligations of this club as they come due; and keeps an accurate account of all transactions. The Club Treasurer shall make financial reports to this club and to the Club Executive Committee quarterly and upon request, and shall transmit the accounts and all undistributed funds to the successor in office at the end of the Club Treasurer’s term.

TREASURER RESPONSIBILITIES

Oversee Accounts

You prepare and oversee the club budget.

- Create the budget at the beginning of the Toastmasters year in conjunction with the executive committee.

- Report on the club budget as needed at club and executive committee meetings.
- Manage the club bank account.

Reconcile deposits, expenditures and cash on hand each month.

It is the responsibility of the individual clubs to determine the tax filing or other legal requirements in their city, state, province, and/or country and to file proper forms as appropriate. See *Policy and Protocol*, Protocol 8.2: Fundraising, 3. Tax and Other Legal Requirements.

Transfer club financial information to the incoming treasurer.

Collect Membership Dues Payments

You collect and submit membership dues payments to Toastmasters International World Headquarters. See *Policy and Protocol*, Policy 8.0: Dues and Fees. You also collect separate club dues and fees as designated in the club's Addendum of Standard Club Options.

Prepare and send membership dues statements to members by **September 1** and **March 1**.

Submit all membership dues payments accompanied by the names of renewing members online to World Headquarters on or before **October 1** and **April 1**. Membership dues are \$45 USD per person.

Remind members that if membership dues are paid late, they will not be eligible for speech contests, education awards or club recognition in the Distinguished Club Program. In addition, they will not have access to Base Camp until their dues are paid.

Paid: A member whose Toastmasters International membership dues payments have been processed by World Headquarters for the current dues period.

Unpaid: A member whose Toastmasters International membership dues payments have not been processed by World Headquarters for the current dues period. Unpaid members are not considered to be in good standing by Toastmasters International.

You and other current club officers can easily and conveniently submit materials, such as membership applications and membership dues payments, through **Club Central**.

Pay Bills

You write checks to disburse funds as necessary for club activities.

Pay for the secretary's purchase of club materials and equipment, such as ribbons, lecterns and promotional materials.

Receive and pay bills from Toastmasters International.

Pay recurring bills, such as for meeting places and meals, as authorized by the executive committee.

You keep clear, accurate records of all club financial transactions. See *Policy and Protocol*, Protocol 8.1: Club and District Assets.

SUMMARY OF RESPONSIBILITIES

Before Club Meetings

- Prepare a financial report as necessary to be presented at the meeting.

During Club Meetings

- Collect any payable membership dues and fees from members.
- Present the club financial report when necessary.

Outside Club Meetings

- Reconcile deposits, expenditures and cash on hand each month.
- If your club is located within the state of California, file the 199N with the Franchise Tax Board by **May 15** for the previous year.

The 199N is filed electronically and typically takes 10 to 15 minutes to complete. Failure to file ultimately jeopardizes your club's tax-exempt status and subjects your receipts to income taxes.

- If your club is outside the U.S., consult a tax advisor to ascertain your government's tax regulations.
- Issue checks to cover club expenses.
- Receive all bills and other financial correspondence for the club.
- Prepare for the audit committee near the end of your term of office.

Items to Prepare for the Audit Committee

- Checkbook register
- Bank statements and cancelled checks
- Cash book and journal
- Paid bills
- Deposit slips
- Copies of monthly financial statements
- Material requested by the committee

CLUB EXPENSES

- Website
- Newsletter
- Supplies from World Headquarters, such as trophies, ribbons and educational materials
- Administrative supplies
- Postage
- Meeting spaces

COMMON SCENARIOS TREASURERS FACE

Following are examples of scenarios you may encounter in your role as treasurer and suggestions for how to resolve them. As you successfully respond to your own experiences in this role, be sure to share them with the Club and Member Support team at World Headquarters (clubofficers@toastmasters.org).

Scenario: A member submits membership dues payments to the club on time, and the member has a receipt proving they paid to the club. However, as treasurer, you submit membership dues payments to World Headquarters late; as a result, the member is disqualified from a speech contest.

Possible solutions: Unfortunately, there is no solution to this problem, except to avoid it before it happens. As the treasurer, you are responsible for submitting all membership dues payments on time. If you do not, other club members may have to suffer the consequences.

Scenario: You experience difficulty motivating members to pay membership dues early.

Possible solutions: Make the club's due date a few weeks earlier than the organization's due date. Explain the consequences—such as no speech contests and no education awards—to delinquent members.

Scenario: The previous club treasurer did not keep adequate records.

Possible solutions: At the beginning of your term of office, take possession of all available records and review the audit committee’s report. Then begin monitoring the club finances as efficiently and completely as you can, creating a simple record-keeping system and documenting your procedures for future treasurers.

Treasurer Resources

Distinguished Club Program and Club Success Plan (Item 1111) www.toastmasters.org/1111

Submitting membership dues payments www.toastmasters.org/clubcentral

7 SERGEANT AT ARMS

You keep track of the club’s physical property, such as the banner, lectern, timing device and other meeting materials. You arrive early to prepare the meeting place for members and stay late to stow all of the club’s equipment. You are also in charge of the meeting place itself, obtaining a new space when necessary and maintaining contact with the people who allow you to use the space for your club meetings.

The sergeant at arms also has a role to play during business meetings, speech contests and other special club events. For example, the sergeant at arms escorts potential new members outside of the club’s meeting place while the members vote on admitting them to the club. The sergeant at arms stands at the door while contestants compete in speech contests to ensure that the speaker is not interrupted by latecomers.

CLUB CONSTITUTION FOR CLUBS OF TOASTMASTERS INTERNATIONAL

Article VII: Duties of Officers, Section 7

The Sergeant at Arms is responsible for club property management, meeting room preparation, and hospitality. The Sergeant at Arms chairs the Club Social and Reception Committee.

SERGEANT AT ARMS RESPONSIBILITIES

Tend to Club Property

You keep the club’s banner, gavel, lectern, award ribbons, supplies and other equipment safe and secure.

- Arrive early to set up the meeting space.
- Stay late to dismantle and clear the meeting space.
- Stow all club property.
- Leave the meeting room the way you found it.
- Track the status of supplies ordered by the secretary.

BASIC CLUB SUPPLIES

- Ribbons
- Ballots and brief evaluation forms
- Timing device
- Banner
- Lectern

Coordinate Club Meetings

You act as a liaison between the club and the management of the meeting place.

Notify the management at least three weeks in advance if there are changes in your meeting schedule.

Common Meeting Changes

- Moving to another venue
- Meeting a different day of the week
- Planning a special event

If yours is a corporate club, reserve the meeting room by whatever method the company prefers, such as the company intranet, calendar or sign-up sheet.

SUMMARY OF RESPONSIBILITIES

Before Club Meetings

- Confirm meeting room reservations a few days before the meeting.
- Ensure that plenty of blank ballots are available for voting.

Upon Arrival at Club Meetings

- Arrange the meeting room and equipment at least 30 minutes before so the meeting starts on time.
- Arrange tables and chairs.
- Set out the lectern, gavel, club banner, the national flag (optional), timing device, ballots, trophies and ribbons.
- Place a table near the door to display promotional brochures, name tags, the **Guest Book** (Item 84) and educational materials such as manuals, club newsletters and the *Toastmaster* magazine for members to see.
- Check the room temperature and adjust it if the room is too hot or too cold.
- Ask all guests to sign the **Guest Book** and give each a name tag to wear during the meeting.

During Club Meetings

- Sit near the door to welcome late arrivals and help them be seated. Prevent interruptions and perform any necessary errands.
- Coordinate food service, if any.
- Collect ballots and tally votes for awards when necessary.

After Club Meetings

- Return the room to its original configuration.
- Pack up all materials and store them in a secure place.
- Pick up and dispose of any stray items or trash.

1 4 COMMON SCENARIOS SERGEANTS AT ARMS FACE

Following are examples of scenarios you may encounter in your role as sergeant at arms and suggestions for how to resolve them. As you successfully respond to your own experiences in this role, be sure to share them with the Club and Member Support team at World Headquarters (clubofficers@toastmasters.org).

Scenario: It's difficult to find the time to arrive early and set up the meeting space, especially at lunchtime meetings.

Possible solutions: Ask for volunteers to assist you when your work or life schedules get busy; tap into the enthusiasm of new members to help with the role.

Develop a minimalist, basic configuration for your club's meeting space and use it on those days when you have little extra time.

Scenario: The club roster has become too large for the current meeting place and a new site is needed.

Possible solutions: First, find out if there are larger meeting spaces available in the same building. If not, look for a new meeting place that's as close as possible to the existing one. There are many possible solutions: clubs, churches, hospitals, restaurants, coffee shops, veterans' centers, senior centers or city government offices.

Work with the president and vice president public relations to tell everyone about the new location as soon as possible.

Scenario: The club's usual meeting room is temporarily unavailable.

Possible solutions: Work quickly to find a temporary solution and communicate it to members. There are many options: banquet facilities in local restaurants, pushing together some tables at a local coffee shop or finding a different space in the same building.

Cancelling the meeting should be a last resort.

Sergeant at Arms Resources

Distinguished Club Program and Club Success Plan (Item 1111)

www.toastmasters.org/1111

Ordering club supplies

www.toastmasters.org/meetingsupplies

Ballots and Brief Evaluations (Item 163)

www.toastmasters.org/163