



Steel City

Bylaws of the Steel City Chapter of HDI

2013-2014

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ARTICLE I. Name and Affiliation

Section 1 Name

The name of the non-profit association shall be Steel City Chapter of HDI.

Section 2 Affiliation

The Steel City Chapter shall abide by the guidelines defined by HDI. For the remainder of this document the abbreviation 'HDI' will refer to the National HDI.

ARTICLE II. Purpose

Section 1 Primary Purpose

The primary purpose of this association shall be the encouragement, and education, promotion and networking in the help desk, customer service, technical support, and support service industries.

Section 2 Goals

Our goals are to:

- Provide quality communication and educational activities to promote information exchange among members;
- Provide an environment in which to build business alliances;
- Design and implement strategies for encouraging active participation;
- Provide effective local chapter management;
- Provide the opportunity to make connections with people of differing career paths and levels of experience in the Help Desk industry;
- Maintain relations and work closely with HDI. Also, supporting publications consistent with above goals, and the making of distribution to organizations that qualify as exempt organizations under Sect. 501(c)3 of the Internal Revenue Code or the corresponding section of any future Federal Tax Code.

ARTICLE III. Membership and Dues

Section 1 Eligibility

Any person, being of good character, interested in the objectives and activities of the association shall be eligible for membership. An active member as defined by HDI is any member who attends at least 50% of their local chapter activities.

Section 2 Membership Information

Membership is open to individuals and corporations, both practitioners and vendors, who are involved with the service and support industry. Each corporate membership shall be entitled to one vote

regardless of the number of active representatives. All individual members have the right to vote. All active members are entitled to make recommendations, and hold both elected offices and appointed positions (with the exceptions of Presidential and Chapter Advisor offices) at all levels of the association.

Practitioner

A practitioner is anyone who actively works in a help desk or support center environment.

Vendor

A vendor is anyone who sells a product to a practitioner or sells products/services related to the help desk or support center.

Section 3 Membership Application and Renewal

Application for and renewal of membership are processed directly through National HDI and deposited directly into the Steel City PNC Bank account.

All individual memberships are transferable. Membership is effective upon receipt of these items.

In case an application for membership is rejected, the money accompanying the application shall be promptly returned to the applicant.

Dues shall be payable on or before the renewal date for National membership. National will also set forth the rules for levels of membership.

All Paid Memberships, once accepted, are non-refundable.

ARTICLE IV. Officers

Section 1 Positions

The following officers shall be elected from among active members in good standing: President, Vice President of Membership, Vice President of Programs and Sponsorships, Vice President of Communications, Vice President of Finance, and Chapter Advisor.

Section 2 Term

Officers shall be elected biannually and shall assume office and duties at the time of election. Officers shall serve two (2) consecutive years or until successors are elected and assume office.

Section 3 President

Only a previous or current board member may hold the office of President. If a vendor they must have substantial experience as a practitioner.

Section 4 Chapter Advisor

Only most recent past president, past MAB Chair or HDI employee may hold the office of Chapter Advisor.

Section 5 Elections

Vacancies in any office shall be brought before the membership for nomination and election. No more than four (4) offices may be up for election in one year under normal circumstances. If a current board member is elected to the office of President, then the office that member currently holds has to be duly elected. Officers shall be elected by a plurality of the votes cast at the annual election meeting by the membership.

If a position becomes vacant during the term due to an officer stepping down, the board will hold a call for nominations. Should there be interest by more than one person then an election will be held. Otherwise, with board approval, the single nominee would assume the officer role.

Section 6 Restrictions

No more than two offices may be filled by members employed by the same organization or members of the same family. No more than three of the offices may be held by vendors (*see above definitions for vendor and practitioner in Article III Section 2*). Exceptions to this rule are made periodically and must be unanimously agreed upon by all the officers.

Section 7 Compliance

If an officer fails to attend at least four (4) regular meetings and/or four (4) officer meetings without prior board approval, the officer may be asked to step down. Should an officer fail to perform the duties of the office or is unable to fulfill those duties, either the board or voting members may ask for that officer's resignation so that a vacancy can be created and filled.

Article V. Duties of Officers

Section 1 Rules

Officers shall perform the duties prescribed by these bylaws and the bylaws of HDI, the standing rules and the parliamentary authority adopted by the chapter.

Section 2 President

- Preside over all meetings of the association and the Board of Officers.
- Ensure officer positions are filled and oversee the annual officer nomination and election process.
- Represent the association on all official HDI matters.
- Oversee all association activities with and through the other officers.
- Take steps to ensure all officers and members abide by the HDI Local Chapter bylaws.
- Perform other duties that pertain to the office of President and defined by HDI.
- Participate in HDI conference calls and report content to the Board of Officers.

Section 3 VP of Memberships

- Attend monthly membership meetings and chapter officer meetings.
- Design and implement strategies for building membership.

- Solicit new members.
- Follow up with new members and guests.
- Report on new membership, guest membership changes and meeting attendance to Board of Officers.
- Keep HDI membership and guest attendance database current and accurate.
- Keep attendance records of the membership.
- Perform other duties that pertain to the office of VP of Membership as defined by HDI.

Section 4 VP of Programs and Sponsorships

- Attend monthly membership meetings and chapter officer meetings.
- Lead meetings in the absence of the President.
- Identify topics, speakers and meeting agendas.
- Solicit hosts and presenters for meetings.
- Correspond with the newsletter editor about upcoming meetings and events for the Newsletter.
- Provide meeting information to the communications/web site teams for outgoing communications.
- Contact local and national vendors seeking monetary support for the Chapter.
- Work with vendors for sponsorship of chapter meetings and special events.
- Complete and submit the monthly meeting demographics survey to National.
- Perform other duties as pertain to the office of VP of Programs as defined by HDI.

Section 5 VP of Communications

- Attend monthly membership meetings and chapter officer meetings.
- Take minutes at every meeting.
- Provide meeting minutes to the webmaster for publication on the Chapter web site.
- Maintain and distribute association records, minutes, reminders and invitations.
- Submit to HDI at least one copy of all announcements, newsletters and other materials that are produced and distributed by the association.
- Communicate with National for information regarding National events.
- Update the HDI Steel City Chapter website, including meeting notices, meeting presentations, and newsletters.
- Perform other duties as pertain to the office of VP of Communication as defined by HDI.

Section 6 VP of Finance

- Attend monthly membership meetings and chapter officer meetings.
- Be the custodian of all association funds.
- Receive all monies and disburse funds only upon the sanction of Officers and/or membership.
- Pay bills and dues as applicable.
- Release funds as necessary for the health of the association.
- Secure meeting locations and handle location and catering negotiations if necessary.
- Submit financial reports to National yearly via PNC Quick Books by February 15th.
- Submit books and records for audit when required.
- File all necessary tax forms.
- Perform other duties as pertain to the office of VP of Finance as defined by HDI.

Section 7 Chapter Advisor

- Attend monthly membership meetings and chapter officer meetings.
- Provide continuity in chapter knowledge and procedures.

Article VI. Nominations and Elections

Section 1 Vacancies

When there is a vacancy, nominations for the open office will be heard from the floor at any meeting.

Section 2 Candidates

Candidates must be qualified to fill a vacant position. It is preferable to be an active HDI member.

Section 3 Distribution

To keep the association focus on practitioners, vendor-members may constitute no more than three board offices at any one time.

Section 4 Votes

Only paid members may vote, and only one vote will be counted per paid membership.

Section 5 Nominations

One or more candidates may be nominated for any office. Nominations must be received at the meeting one month prior to the election meeting.

Section 6 Elections

Regularly scheduled elections will be held at the regularly scheduled May meeting. One month notice must be given prior to an election, including elections to fill positions vacated in mid-term. Majority vote by show of hands at May meeting elects the new officer. If more than two candidates are up for the same position, the candidate with the highest number of votes wins.

Section 7 Consent

Each candidate nominated will have consented to serve.

Section 8 Absentee Ballots

Absentee ballots will be made available upon request to members prior to the election. All ballots must be returned prior to the election at the May meeting. Results will not be announced until all absentee ballots have been received.

Article VII. Governance

Section 1 Board of Officers

The Governing power of the association shall be vested in a body known as the Board of Officers. The board will consist of all elected officers.

Section 2 Board Action

All actions of the Board of Officers will be transmitted to the association as a whole via the chapter website.

Section 3 Business Origination

All business originating on the floor must be approved by a majority of the eligible voting members in attendance at that meeting.

Article VIII. Revenues

Section 1 Dues

Annual dues shall be established by HDI. Any member who has not remitted their dues to HDI shall be dropped from membership. Membership status is checked prior to every chapter meeting; any individual who has not renewed their dues will be asked to pay the pre-determined meeting fee.

Section 2 Expenses

All revenues shall be used solely for expenses incurred in the conduct of the association's activities and for promoting the objectives of the association.

Section 3 Expense Authorization

No officer, committee member, or chapter members shall incur any expense in the names of the association unless authorized by the Board of Directors if the expense exceeds the amount of \$500.00. All expenses under \$500.00 must have the approval of the Chapter President.

Article IX. Meetings

Section 1 Regular Meetings

The regular chapter meetings of this association shall be held every month from September through June.

Section 2 Meeting Dates

Meeting dates and times may be changed by a majority vote of the board of officers with sufficient notice provided to the membership. Regular meetings are scheduled for the second Friday of every month.

Section 3 Business Meetings

Business meetings for officers shall be held on a monthly basis, either in person or via conference call. Special board meetings may be called at any time during the year as determined necessary by the President.

Section 4 Special Meetings

Special meetings may be called by the President and shall be called upon written request of the members. The purpose of the meeting shall be stated in the written request. Except in cases of emergency, at least three (3) days notice shall be given.

Article X. Committees

Section 1 Appointment

The President may appoint committees and appointed officers as are deemed necessary subject to approval by the Board of Officers.

Article XI Affiliation with HDI

Section 1 License Renewals

Chapter license renewals must be made on or before July 31st each year. License renewals consist of having newly elected officers sign the operating policies and procedures agreement and submitting the executed agreement along with a signed financial statement and current association membership list to the National HDI Office at their current address maintained by the VP of Communications.

Section 2 License Agreements

The President shall keep a copy of our license agreement and make sure that the association maintains all policies and procedures agreements with National HDI.

Article XII. Effective Date and Amendments

Section 1 Effective Date

This document shall be in effect from May 2007. The document is reviewed and amended, as necessary, on an annual basis.

Section 2 Amendments

This document may be altered or amended at any regular meeting of the association by the consent of two thirds (2/3) of the voting members in attendance, providing thirty (30) days notice of such intentions has been given to each member in good standing.

Section 3 Conflicts

Approved amendments shall become effective immediately unless otherwise specified in the amendment. If any amendment to these bylaws causes them to conflict with the HDI bylaws this document shall automatically conform to the HDI bylaws.

Article XIII. Dissolution of the Association

Section 1 Assets

Upon dissolution of the association, the assets shall be distributed for one or more exempt purposes within the meaning of Sect. 501(c)3 of the Internal Revenue Code, or corresponding section of any future Federal tax Code, or shall be distributed to the Federal Government, or to a state or local Government, for a public purpose. Any assets not so disposed of shall be disposed of by the Court of Common Pleas of the county in which the principal office of the association is then located, exclusively for such purpose or to such organization or organizations, as said court shall determine which are organized and operated exclusively for such purpose.

Section 2 Conflicts

Nothing herein shall be in conflict with or circumvent the articles of the Incorporation. Any such case or event that may occur, the articles of Incorporation shall prevail.

Article XIV. Signatures

Print Name (President)	Signature	Date
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Print Name (Chapter Advisor)	Signature	Date
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Print Name (VP of Programs & Sponsorships)	Signature	Date
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Print Name (VP of Programs & Sponsorships)	Signature	Date
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Print Name (VP of Communications)	Signature	Date
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Print Name (VP of Communications)	Signature	Date
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Print Name (VP of Memberships)	Signature	Date
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Print Name (VP of Memberships)	Signature	Date
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Print Name (VP of Finance)	Signature	Date
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Print Name (Other:)	Signature	Date
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Print Name (Other:)	Signature	Date
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