

Charlotte Chapter – HDI Local Chapter

Constitution and Bylaws

ARTICLE I. Name

Section 1. The name of this non-profit organization shall be Help Desk Chapters of Charlotte, Inc., dba HDI Charlotte

ARTICLE II. Purpose

Section 1. The primary purpose of this association shall be the support, encouragement and active promotion of the members, HDI and the Technical Support Profession at large.

Section 2. This association shall also provide quality communications and educational activities to promote information exchange among members; an environment in which to build business alliances; effective chapter management; the opportunity to make connections with people of differing career paths and levels of experience in the Technical Support industry; and maintain a close working relationship with HDI.

ARTICLE III. Membership and Dues

Section 1. Any person, being of good character, interested in the objectives and activities of the association shall be eligible for membership.

Section 2. Membership is open to individuals, both practitioners and vendors. All active chapter members as reported by HDI have the right to vote. All active members are entitled to make recommendations, and hold both elected office and appointed positions at all levels of the association.

Section 4. Application for and renewal of membership shall be made from the HDI web site and accompanied by the required amount of dues for the current year. Dues will be paid directly to HDI.

Section 5. Membership is effective upon receipt of these items.

Section 6. In case an application for membership is rejected, the money accompanying the application shall be promptly returned to the applicant.

Section 7. Dues shall be payable on or before the renewal date for HDI membership. HDI will also set forth the rules for levels of membership.

Section 8. All paid memberships, once accepted, are non refundable.

ARTICLE IV. Officers

Section 1. The following officers shall be chosen from among the active HDI members in good standing: President, Vice President of Membership, Vice President of Programs, Vice President of Communications, Vice President of Finance, Website Administrator and Vice President of Education.

Section 2. These officers shall be elected annually in April and shall assume office and duties at the time of election.

Section 3. The term of each office is two (2) years. An officer may remain in office until successors are nominated, elected and assume office.

Section 4. Only a previous or current board member can hold the office of President.

Section 5. If a current board member is elected to the office of President, then the office they currently hold has to be duly elected.

Section 6. A vacancy in any office shall be discussed by remaining officers with appointment by the President. The newly appointed officer shall remain in office until the end of the original term.

Section 7. If an officer fails to attend at least 4 regular meetings and 4 officers meetings in the course of a year, the officer must step down.

Section 8. Should it be determined by the majority of the board of officers that an individual officer is failing to perform the duties of the office or is unable to fulfill those duties, the board has the right to ask for that officer's resignation so that a vacancy can be created and filled. The office may be filled as described in Section 6.

Section 9. All past Presidents have the option of remaining on the Board of Officers as a Chapter Advisor. In order for a Chapter Advisor to be considered active, they must attend at least 4 regular meetings and 4 officers meetings each year. This officer position is a non-voting position and will serve to keep knowledge and consistency in the running of the chapter.

ARTICLE V. Revenues

Section 1. Annual dues shall be established by HDI. Any member who has not remitted their dues to HDI shall be dropped from membership.

Section 2. All revenues shall be for expenses incurred in the conduct of association activities and for promoting the objectives of the association.

Section 3. No officer, committee member, or chapter member shall incur any expense in the name of the association unless authorized by the Board of Officers.

ARTICLE VI. Governance

Section 1. 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. All actions of the Board of Officers will be transmitted to the association via newsletter, meeting minutes and/or at a regular business meeting for review.

Section 3. All business originating on the floor must be approved by a majority of the eligible voting members in attendance at that meeting, subject to the quorum requirements outlined in Article VIII.

ARTICLE VII. Meetings

Section 1. The chapter meetings of this association shall be held the 3rd Thursday of every other month and conducted at least 6 times per year.

Section 2. Meeting dates may be changed by a majority vote of the board of officers with sufficient notice provided to the membership.

Section 3. Officers meetings shall be held the 4th Friday of each month, at least 10 times per year. Special board meetings may be called at any time during the year as determined necessary by the President.

Section 4. Chapter meetings will be held at any place within the Charlotte Metro region.

Section 5. The VP of Communications shall give members 3 notices of the meeting.

Section 6. 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 VIII. Quorum

Section 1. A Majority of the voting members present shall constitute a quorum for the transaction of business at any meeting of members.

Section 2. The members present at a duly called or held meeting at which a quorum is present may continue to transact business until adjournment, even if enough members have withdrawn to leave less than a quorum. Any new action must be approved by at least a majority of the members required to constitute a quorum.

ARTICLE IX. Committees

Section 1. The President may appoint such committees and appointed officers as are deemed necessary subject to approval by the Board of Officers.

ARTICLE X. Duties of Officers

Section 1. 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. The President shall:

- 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 operating principles and policies agreement.
- Perform other duties that pertain to the office of President as defined by HDI.

Section 3. The VP of Membership shall:

- Design and implement strategies for building One Association membership.
- Keep HDI membership database current and accurate.
- Receive dues from HDI to be submitted to the Treasurer.
- Keep attendance records of the membership.
- Solicit new members.

- Perform other duties that pertain to the office of VP of Membership as defined by HDI.

Section 4. The VP of Programs shall:

- Act as a back-up to the President in presiding over all chapter and business meetings in their absence.
- Identify topics, speakers, and meeting agendas.
- Solicit hosts and presenters for each meeting.
- Correspond with Newsletter Editor about the upcoming meetings and events.
- Serve as primary contact person for fielding educational program ideas and requests.
- Perform other duties that pertain to the office of VP of Programs as defined by HDI.

Section 5. The VP of Communication shall:

- Take minutes of every meeting and present to Newsletter Editor for publication in newsletter and on the Chapter Web page.
- Maintain association records of activities.
- Communicate with HDI for information regarding upcoming HDI events.
- Perform other duties that pertain to the office of VP of Communication as defined by HDI.

Section 6. The VP of Finance shall:

- Be custodian of all association funds.
- Receive all monies and disburse funds only upon the sanction of Officers and/or membership.
- All checks must be signed by the Treasurer and one additional member of the active Board of Officers.
- Release funds as necessary for the health of the Chapter.

- Submit written financial reports as required by HDI.
- Submit books and records for audit when required.
- File all tax forms required.
- Perform other duties that pertain to the office of Treasurer as defined by HDI

Section 7. The Website Administrator shall:

- Design and maintain the newsletter.
- With the consensus from the other board members, edit and include all articles submitted for publication in newsletter.
- Design and maintain the chapter Website with current information, contacts, meeting details, etc
- Maintain website, get consensus for posting items from Board and/or members, keep Board apprised of changes.
- Perform other duties that pertain to the office of Newsletter Editor defined by HDI

Section 8. The VP of Education shall:

- Get consensus from Board and/or members for Library purchases.
- Purchase materials.
- Maintain and track said materials to remain an asset of the chapter.
- Perform other duties that pertain to the office of Librarian as defined by HDI.

ARTICLE XI. Election & Nomination Procedures

Section 1. When there is a vacancy, nominations for office will be heard from the floor at any meeting or through communicating with the nominations committee.

Section 2. A candidate must be a member in good standing with HDI.

Section 3. To keep the chapter focus on practitioners, there will only be 3 vendor board members to 4 practitioner board members at any given time. *An exception may be made by the President to ensure that all offices are filled. Note: A Practitioner - any member who actively works in a Technical Support or Call Center environment. A Vendor - any member who sells any product including but not limited to software, hardware or temporary employees to work at the Technical Support or Call Center businesses.*

Section 4. Only paid members may vote for officers, and only one vote will be counted per paid membership.

Section 5. One or more candidates may be nominated.

Section 6. Majority vote by written ballot elects the new officer.

Section 7. Each candidate nominated will have consented to serve.

ARTICLE XIII. Affiliation with HDI

Section 1. Annually the local chapter must reaffirm its association with HDI. This is conducted by having newly elected Officers sign the operating policies and procedures agreement and submitting the executed agreement along with a signed financial statement to HDI.

ARTICLE XIII. Effective date and/or Amendment

Section 1. This updated document shall be in effect from 24 of July 2009.

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

Section 3. Approved amendments shall become effective immediately unless otherwise specified in the amendment. If any amendment to these bylaws causes them to conflict with HDI's bylaws this document shall automatically conform to the HDI bylaws.

ARTICLE XV. Dissolution of the Association

Section 1. 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. 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 XVI. Parliamentary Authority

Section 1. The rules contained in the latest edition of Roberts Rules of Order, Newly Revised shall be the parliamentary authority for all matters of procedure for this association not specifically covered by its bylaws and standing rules.