



CHARLEVOIX AREA CHAMBER OF COMMERCE VOLUNTEER GUIDELINES

Mission Statement of Charlevoix Area Chamber of Commerce

To Support Commerce and Provide Leadership to Enhance the Quality of Life

Introduction

Thank you for giving of your time to volunteer for the Charlevoix Area Chamber of Commerce (CACOC). We appreciate your willingness to help and know that your time is valuable. Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone volunteer efficiently and effectively. By accepting a volunteer position with the CACOC, you have a responsibility to the Chamber, its members, board of directors, staff, the Ambassadors, your fellow volunteers and the community to adhere to certain guidelines of behavior and conduct. The purpose of these guidelines is not to restrict your rights but rather to be certain that you understand what is expected and necessary.

Volunteer Definition

Unless specifically stated, a “volunteer” is an individual who performs a specified duty willingly at the direction of the CACOC without expecting compensation.

Volunteer Policy

Unless specifically stated, these policies apply to all volunteers within the CACOC. This includes any volunteers who partake in projects undertaken by, or on behalf of, the program. Volunteers are extremely important to the CACOC and as such, are extended the right of meaningful duties and fair treatment. In exchange, the CACOC expects volunteers to perform their assigned duties to the best of their ability and remain loyal to the mission, goals, and procedures of the CACOC.

Purpose of Volunteer Guidelines

The purpose of these guidelines is to provide overall guidance and direction to both the CACOC staff and volunteers. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a personnel agreement. These policies are intended to provide direction for the volunteers, staff and board on how to work effectively with one another. The CACOC reserves the right at any time to change the policy.

Representing the Charlevoix Area Chamber of Commerce

Volunteers are direct representatives of the CACOC and are responsible for presenting a positive image and perform in a professional manner at all times when volunteering. While volunteering with the CACOC, volunteers must take into consideration the magnitude of their actions and comments and not allow personal views and opinions to cloud, overshadow or conflict with the CACOC mission. Although the volunteer may be an expert in a given field, they are not in any position to give advice or opinions to members, unless that is part of their assigned duty, especially as it may notably affect a member's pre-established relationship with the CACOC.

Recruitment

The CACOC will recruit volunteers on a proactive basis, with the intent of broadening and expanding involvement into the CACOC. The sole qualification for a volunteer is to be suitable to perform a task on behalf of the CACOC. It is the intent of the CACOC to place the volunteer in areas that align with their interest whenever possible. A volunteer does not need to be a member of the Chamber.

Discrimination

It is the policy and commitment of the CACOC to not discriminate based on race, color, sex and/or gender, sexual orientation, national origin, age, disability, religion and/or family status in admission of its volunteers.

Service at the Discretion of the Organization

The CACOC accepts the service of volunteers with the understanding that such service is at the sole discretion of the CACOC. Volunteers agree that the organization may at any time, for whatever reason, decide to terminate the volunteer's relationship with the CACOC or to make a change in the nature of their volunteer assignment

Length of Service

Volunteers shall commit to one year, with the option for renewal at the discretion of both parties.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary and/or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, chamber member, volunteer, other person, or overall CACOC program. Designated and authorized volunteers may have exposure to confidential information that is defined as inside, personal or sensitive information and may include contact, personal, business and/or financial information. Volunteers are barred from sharing or disclosing this information for any unauthorized purpose, including personal benefit.

Conflict of Interest

A volunteer who has a conflict of interest with any activity or assigned duty of the program should direct their concern to the CACOC.

Media Relations

Volunteers are specifically prohibited from speaking on behalf of the CACOC to any representative of the media, unless previously authorized by the CACOC. All media questions should be directed to the Chamber President, Chamber Board, and/or staff.

Respectful Behavior

As a volunteer for the CACOC, you are a representative of the CACOC and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the staff, board, chamber members, fellow volunteers and the public. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written material as well as personal interactions.

Dress Code

As a representative of the CACOC, a volunteer is responsible for presenting a good, quality image to the community. Volunteers are expected to dress appropriately for the conditions and performance of their duty. Volunteers are expected to wear their Chamber Volunteer badge at all times when volunteering for the Chamber.

Absenteeism

The volunteer must notify the CACOC, with as much notice as possible, if he/she is unable to complete their assigned duty, will be absent from the assigned duty, or will be late for their assigned duty.

Smoking

Smoking is prohibited by volunteers during their assigned duty.

Drugs and Alcohol

Under no circumstances shall a volunteer be intoxicated or under the influence of a controlled substance while volunteering. If suspected of being intoxicated or under the influence of a controlled substance, you will be asked to leave immediately and will be subject to termination from the CACOC volunteer program.

Sexual Harassment

The CACOC is committed to providing volunteers with a safe, productive, and enjoyable environment and experience while volunteering. The CACOC will not tolerate any form of sexual harassment among its employees and/or volunteers; and encourages volunteers to bring any incident of sexual harassment to the immediate attention of the CACOC President or proper authority.

Liability Waiver

Volunteers will indemnify and hold the Charlevoix Area Chamber of Commerce harmless from all claims and losses against the Charlevoix Area Chamber of Commerce because of injury or damage to person or personal property arising the volunteer’s participation in the CACOC volunteer program.

Dismissal of a Volunteer

Volunteers who do not adhere to the guidelines and procedures of the CACOC or who fail to satisfactorily perform their volunteer assignment/duty are subject to dismissal

I have received and read the Charlevoix Area Chamber of Commerce Volunteer Manual and agree to follow the policies and procedures listed.

Volunteer Signature

Date