

NC Staff Job Descriptions

All positions in this document are appointed by and report to the US National Coordinator.

ANC: Administration

The ANC: Admin provides administration support for the USNC including several portions of the monthly USNC report, moderation of some lists, administration of elections, and other administrative tasks.

Job Functions

Produce Partial USNC Report

- Update header, section 1 and sections 3-8 as described below
- Maintain text formatting, send to USNC as text attachment
- If updated data becomes available between report being sent to the USNC and being published by the USNC, send an updated version of the appropriate section(s) with updated data
- *Report should be completed and sent by the 19th of each month with updates to follow as needed*

Track Office Holders

- Monitor us-announce and camarilla-announce for new hire data for all offices listed in the USNC report and/or on the USNC web page
- If no contact information is provided, contact hiring officer to acquire contact information for new officer
- When new hire is announced, update name and contact information on USNC web page
- Update next USNC report with new officer data
- *Web page should be updated within one week of announcement*

Track Regional Term Expirations

- Track hire date and term expiration for regional coordinators and arbitration board members in the USNC report
- Seven weeks prior to the end of an officer's term, contact the USNC and that officer to confirm that an election is needed
- Barring special handling instructions, initiate an election six weeks prior to the end of the officer's term
- *Contact should be made within 2 days of the target date, or prior to the target date*

Conduct Regional Elections

- Initiate elections based on term expirations or emails indicating a regional coordinator or arbitration board member has stepped down or been removed from office
- Conduct election according to Election Schedule detailed below

- Ensure that USNC report section 3 is updated at time of publishing
- When election is complete, update USNC report section 1 and USNC web page with new officer data
- *Elections should be initiated within 5 days of an officer stepping down, or within 3 days of the target date if known in advance*

Extract Data from Regional Coordinator Reports

- Search regional coordinator reports for questions directed to national and copy those questions into the USNC report section 4
- Check regional coordinator reports for recommendations for national prestige and copy those recommendations into the USNC report section 7 under "Other Awards"
- *Metric encompassed by USNC report deadline*

Monitor for Upcoming Events

- If upcoming events are announced via camarilla-announce or us-announce, update the USNC report section 6 with event data.
- *Metric encompassed by USNC report deadline*

Calculate RC Award Criteria

- Note if RC report was received on time, late, or excused late
- Note how many black chapters or domains are in the region based on ANC: Chapters report
- Note how many members are assigned directly to the region or to orphaned members unit within the region in the CRD
- Add notes to USNC report section 7 under "Regional Coordinators"
- *Metric encompassed by USNC report deadline*

Update Arbitration Board Prestige Awards

- Obtain the prestige awards from the ANC: Arbitration report and copy them into the USNC report section 7 under "Arbitration Board"
- Ensure that formatting is compatible with other awards in the report
- *Metric encompassed by USNC report deadline*

Update Coordinator Recognition Awards

- Obtain coordinator recognition awards from the ANC: Chapters report and copy them into the USNC report section 7 under "Coord and ST Recognition Awards"
- Ensure that formatting is compatible with other awards in the report
- *Metric encompassed by USNC report deadline*

Update Chapter/Domain Status

- Obtain chapter and domain status information from the ANC: Chapters report and update the USNC report section 8 as appropriate
- *Metric encompassed by USNC report deadline*

Document USNC Prestige Awards

- Receive emails from the USNC regarding prestige awards outside the normal officer awards
- Add such awards to the USNC report section 7 under "Other Awards"
- Ensure that formatting is compatible with other awards in the report
- *Metric encompassed by USNC report deadline*

Moderate National OOC Lists

- Handle subscriptions and unsubscriptions to the us-announce mailing list upon request
- Verify that any new subscriptions have a valid Camarilla membership per the CRD
- *List-related requests should be processed within one week with an average response time of 2-3 days*

Project Duties as Needed

- Receive requests from the USNC or ANC staff to perform administrative projects as needed
- *Project metrics will vary by project*

Participate in General Discussion

- Respond to email as requested on us-nsplat with opinions and commentary
- Respond to email on us-rsplat on the subject of reporting or other administration-related topics
- *Any such emails should be replied to within 5 days, with an average response time of 2 days or less, even if only to express support for an already-expressed position*

Delegated Authority

(All authority should be used with discretion and where appropriate.)

- No specific authority is granted

Workload and Compensation

30 national prestige for an average month with one or two elections and minor project activity.

Election Schedule

Stage One begins when election is initiated:

Day	Action
1	Send call for applications to us-xx-region and us-announce allowing roughly two weeks for submissions and including disclaimer that applications will be publicly available
1-6	Subscribe DCs/DSTs to us-xx-elections
6-8	Send notice to us-xx-elections list explaining timetable, asking any subscribers who are no longer DC/DST to unsubscribe
6-8	Send notice to us-xx-region with reminder of the application deadline, asking any DC/DST not on the us-xx-elections list to contact administrator

8+	Receive requests from DCs/DSTs to join the us-xx-elections list and subscribe them to the list as appropriate
14	Send all applications to USNC for screening

Stage Two begins within 2 days of applications being screened:

Day	Action
1	Subscribe candidates to us-xx-elections list
1	Send applications to us-xx-elections and us-xx-region lists
1	Send email to us-xx-elections list opening floor for questions for approximately one week
1	Send email to us-xx-region list giving timetable for voting, directing questions to DC/DST
6-8	Send email to us-xx-elections list opening the vote, giving contact information for all proctors, and allowing about two weeks to submit votes
13-15	Send email to us-xx-elections and us-xx-region lists with reminder of voting deadline, list of officers who have voted
21-23	Send collated vote results to all proctors, verify results
24+	Announce election results via us-announce and us-xx-region

ANC: Arbitration

The ANC: Arbitration serves as the point of contact for the US Arbitration Board.

Job Functions

Receive Arbitration Board Appeals

- Receive emails from parties who wish to appeal the decision of a regional coordinator or storyteller
- Ensure that appeal was initially received within 30 days and bring any late appeal that may warrant an exception to the attention of the USNC
- Ensure that appeals contain the information required by the Membership Handbook and querying the member for any missing information before processing
- Where reasonable, work with the member to clarify any unclear or poorly worded portions of their appeal
- Send confirmation email to the member that their appeal is received
- *All responses should take place within one week with an average response time of 2-3 days*

Process Arbitration Board Appeals

- Collect statement on the appeal from the regional officer in question
- Work with the regional officer to clarify any unclear or poorly worded portions of their statement
- Enter appeal and officer statement into the arbitration board database and create a poll to uphold, reverse, or modify
- Announce on the us-arbitration board that the case is ready for review

- Monitor poll for results and create further polls as needed if the arbitration board votes to modify
- Notify member and officer when the arbitration board reaches a decision
- *Overall appeal should be resolved within 30 days of receiving a complete statement from the member*
- *No action by the ANC: Arbitration should be pending for more than 4 days with an average response time of 2 days or less*

Collect Information for the Arbitration Board

- Monitor arbitration board database for any requests for information
- If the request is relevant to the case in some way, contact the appropriate officer(s) or other persons to obtain the information
- Post the new information in the arbitration board database
- *Requests should be acted on within 4 days with an average response time of 2 days or less*
- *Research should be returned within 7 days or should result in a status email to the USNC detailing who has failed to respond*

Monitor Arbitration Board Performance

- Note if a Board member fails to comment on, discuss, or vote on a case
- If a Board member fails to participate in two cases in a row, send email to the Board member and carbon copied to the USNC explaining that they need to participate or they may be removed
- If the same Board member fails to participate in another case or for 14 days, whichever comes last, notify the USNC

Moderate the us-arbitration List

- Ensure that arbitration board members are added to the list when elected and removed when they cease to hold office
- Address any technical issues with the appropriate tech officer(s)

Field Member and Officer Questions

- Reply to emails from members and officers inquiring about arbitration board policy and procedure
- Draft FAQ articles to address any frequent questions and submit them to the USNC
- Forward requests for mediation or investigation to the USNC
- *Emails should always be responded to within one week with an average response time of 2-3 days or less*

Report Monthly

- List all appeals received and not yet closed with summary of the issue and current status
- List all appeals closed during the month with summary of the issue and verdict of the arbitration board
- Recommend prestige awards for Board members based on overall Board activity and individual reductions if members failed to participate in all expected cases

- *Report should be sent by the 15th of the month, though it can be sent much sooner*

Participate in General Discussion

- Respond to email as requested on us-nsplat with opinions and commentary
- Respond to email on us-rsplat on the subject of appeals or other topics related to the job duties above
- *Any such emails should be replied to within 5 days, with an average response time of 2 days or less, even if only to express support for an already-expressed position*

Workload and Compensation

30 national prestige for an average month with 1-3 appeals cases and minor project work.

Delegated Authority

(All authority should be used with discretion and where appropriate.)

- Reject appeals filed after 30 days when appropriate

ANC: Chapters

The ANC: Chapters manages the collection, summary, and archival of all coordinator reports, as well as supervising the process for creating and folding chapters and domains.

Job Functions

Track Currently Active Org Units

- Maintain a database of all open chapters and domains
- Provide reports based on this data upon request by a coordinator with scope over the org units whose reports are requested
- Forward other requests to the regional coordinator for approval with a carbon copy to the requesting member
- Calculate the current Reporting Status for each org unit based on reporting history as described in policy below
- *Any requests should be replied to within one week with an average response time of 2-3 days*

Record Closed Org Units

- Receive emails from regional coordinators regarding closed chapters, update the chapters database, and fold the unit in the CRD
- Forward any requests by regional coordinators to close domains to the USNC
- Receive emails from the USNC regarding closed chapters or domains, update the chapters database, and fold the unit in the CRD
- *The CRD should be updated within 7 days of an org unit closing*

Process Chapter Applications

- Receive applications from members wishing to form a new chapter
- Forward application to the regional coordinator and storyteller for commentary

- If RC does not provide commentary within 7 days, resend each 7 days with carbon copy to the USNC
- If the chapter is forming within a domain, also forward the application to the USNC
- Verify that the proposed chapter lists sufficient members (10 if within 30 miles of an existing org unit, 5 otherwise), and that said members have a current membership per the CRD
- Forward any issues regarding memberships or renewals to the USNC
- If within 30 miles of an existing org unit, check the reports archive for disciplinary actions against the proposed CC or ACC
- Receive commentary from the RC and RST
- Work with the proposed chapter members, RC, RST, and/or USNC to resolve any potential problems or concerns regarding the application
- If any member goes 7 days without a reply to something, resend each 7 days with a carbon copy to the USNC
- If the RC and RST both approve, or the RC approves and the RST remains silent, and there are no outstanding problems or concerns, approve the application
- Send notification of approved org units to the proposed CC, ACC, RC, and USNC
- Create approved org units in the CRD and update the chapters database
- *Most chapter applications should be resolved within 10 days*
- *Any chapter application open for more than 15 days should result in status email sent to the USNC*

Process Domain Applications

- Receive applications from independent chapter coordinators wishing to apply for domain status
- Forward application to the regional coordinator and storyteller for commentary and approval
- Verify that the proposed members have valid memberships per the CRD
- Forward any issues regarding memberships or renewals to the USNC
- Check reporting history for the independent chapter
- When RC and RST feedback is obtained, forward application with RC, RST, reporting history, and any additional commentary to the USNC for approval
- If approved by the USNC, send approval letter to the proposed DC, proposed DST, RC, RST, and USNC.
- Adjust approved domain in the CRD and update the chapters database.
- *Most domain applications should be resolved within 20 days*
- *Any domain application open for more than 30 days should result in status email sent to the USNC*

Receive Coordinator Reports

- Maintain a subscription to all eight regional reports lists and the us-reports list
- Log receipt of each coordinator report filed via the reports list or sent directly the ANC: Chapters and archive the report
- Scan report for problems or issues that require national attention and either respond or forward them to the USNC

- Publish either a list of all chapter reports received and/or a list of all chapter reports still missing
- Publish either a list of all domain reports received and/or a list of all domain reports still missing
- *Report receipt lists should be published 3-5 days after the reports are due*

Facilitate Prestige Rebuilds

- Receive emails regarding members who have lost their prestige logs and need a log reconstructed based on old reports
- Query regional coordinator to see if they can rebuild the log from their reports
- If RC cannot rebuild log, then notify member that they will be added to the queue and provide ETA for completion
- Search reports for prestige awards to that member and build new log in the current national prestige template
- If large amounts of prestige are mentioned in reports but not listed by line item, forward the log of whatever records are available to the USNC for further action
- If log can be reconstructed, forward log to member, direct coordinator (if known) and regional coordinator
- *Requests should be responded to within one week with average 2-3 day response time*
- *At least two rebuilds should be completed each month*
- *Any rebuilds likely to take more than 60 days should be forwarded to the USNC to be assigned to a project team*

Report Monthly

- Provide data on the number of chapters, domains, and indy chapters in each region
- List any chapter or domain applications approved during the month
- List any org units closed during the month
- List org units with a status of BLACK with the date of their last report, sorted by region
- List org units with a status of RED with the date of their last report, sorted by region
- A list of open chapter applications with proposed chapter name; region; interim CC name, membership number, and email; and current status.
- A list of open domain applications with domain name; domain code; region; interim DC and DST name, membership number, and email; and current status.
- A list of chapters and domains, sorted by region, including name, org unit code, color coded status, and date the previous month's report was received
- A list of coordinators who have reported on time for six months in a row
- Status of any pending prestige rebuilds
- *Report should be sent before the 17th of the month with the understanding that late RC reports may not be reflected in the report*

Participate in General Discussion

- Respond to email as requested on us-nsplat with opinions and commentary
- Respond to email on us-rsplat on the subject of reports, approval of new chapters/domains, or other issues related to the job functions above

- *Any such emails should be replied to within 5 days, with an average response time of 2 days or less, even if only to express support for an already-expressed position*

Workload and Compensation

40 national prestige for an average month with 2-5 chapter/domain applications, a normal reporting cycle, and 1-2 prestige rebuilds completed.

Delegated Authority

(All authority should be used with discretion and where appropriate.)

- Approve chapter applications
- Declare a coordinator report to be incomplete

Calculating Reporting Status

Each org unit begins with a score of 0, and the goal is for their score to remain at 0.

Each time an org unit fails to report, or reports late **and** incomplete, or their report is significantly incomplete, their score increases by 1.

Each time an org unit reports on time and completely, their score decreases by 1.

Each time an org unit reports late, or reports on time but with a report that is only mostly complete, their score does not change.

If an org unit's status is reported based on a missing report, and the report is later turned in, their score will be adjusted based on a late report instead of a missing report, so long as the report is not more than three months late.

If an org unit's status is reported based on a missing or late report, and the report is provided along with an email header demonstrating that it was sent on time, then records will be adjusted to reflect the date of the email header.

A score of 0 or 1 is GREEN status; 2 or 3 is YELLOW status; 4 or 5 is RED status; 6 or more is BLACK status. Org units in BLACK status are likely to be closed.

ANC: CRD

The ANC: CRD manages day-to-day data maintenance in the CRD, promotes CRD usage throughout the club, and provides education opportunities in using the CRD.

Job Functions

Manage CRD Cases in Mantis

- Sort unassigned Mantis cases to the appropriate party
- Work with the reporter to acquire any additional information needed to resolve cases
- Forward cases requiring additional tools to the USNC for resolution
- *No case should be untouched for more than 5 days*

Compare Chapter/Domain Reports to CRD

- Receive chapter and domain reports from reports list or ANC: Chapters
- Review membership roster in report and move members in the CRD to match what is listed in the report
- Review officers listed in report, move coordinators in the CRD to match the report, and ask the storyteller chain to move storytellers in the CRD to match the report
- *All chapters and domains should be reviewed prior to Jan 1, 2007*

Draft CRD How-To Documents

- Receive email requests from the USNC to document a specific function in the CRD
- Produce a document explaining how to perform that function in the CRD, including full or partial screen shots as appropriate
- Work with USNC to address any scope or presentation issues
- *Initial draft should be completed within two weeks of request*
- *Any further comments should be incorporated within one week of comment*

Field CRD Questions

- Receive emails from members and officers with questions regarding the CRD
- Answer questions where possible and forward other questions to the USNC or other officer(s) as appropriate
- *All emails should be replied to within one week with an average response time of 2-3 days*

Report Monthly

- Show how many Mantis cases were handled, how many are still open, and the age & case number of the oldest open case
- List any How-To documents drafted that month
- Describe any frequent questions that are not already addressed in the FAQ system
- Relate any special concerns or circumstances of interest

Participate in General Discussion

- Respond to email as requested on us-nsplat with opinions and commentary
- Respond to email on us-rsplat on the subject of the CRD or other job functions described above
- *Any such emails should be replied to within 5 days, with an average response time of 2 days or less, even if only to express support for an already-expressed position*

Workload and Compensation

30 national prestige for an average month with 20-30 chapter/domain reports processed, 1-3 documents drafted.

Delegated Authority

(All authority should be used with discretion and where appropriate.)

- No specific authority is granted

ANC: Newsletter

The ANC: Newsletter is responsible for collecting articles and publishing them in a monthly newsletter from the USNC's office.

Job Functions

Collect and Approve Submissions

- Receive emails from members containing articles, artwork, or other items intended for publishing
- Review items and determine if they are suitable for the newsletter
- If suitable, revise article as needed for length and/or readability
- Forward article to any national officers with jurisdiction over the subject matter in the article for approval
- *Any submission should be confirmed within one week with an average response time of 2-3 days*

Produce monthly newsletter

- Collect sufficient items to result in a 4-6 page black and white newsletter with at least 50% of all content being non-fiction content intended to develop the club
- Work with layout team (if any) to assemble items into a finished PDF newsletter
- Forward PDF to USNC for final approval along with a list of which officers have approved which articles
- Incorporate any feedback from USNC into the newsletter and revise
- *First draft of newsletter should be sent by the 7th of the month*
- *Final draft of newsletter should be completed by the 12th of the month*

Collect Fiction Material

- Collect fiction and art items as they become available
- Over time, assemble fiction and art items into a member showcase intended to be published annually
- *A PDF rough draft should be completed by April 15*
- *Final draft should be ready for publication by May 15*

Report Monthly

- List names and Cam numbers of those whose work was published since the last report along with calendar month in which they were published

- List art and fiction items collected for the annual member showcase with a running total for our expected page count
- Mention any problems or concerns of note
- *Report should be submitted by the 15th of the month*

Participate in General Discussion

- Respond to email as requested on us-nsplat with opinions and commentary
- Respond to email on us-rsplat on the subject of the USNC newsletter
- *Any such emails should be replied to within 5 days, with an average response time of 2 days or less, even if only to express support for an already-expressed position*

Workload and Compensation

25 national prestige for an average month with a normal-sized newsletter and no other publications.

Delegated Authority

(All authority should be used with discretion and where appropriate.)

- No specific authority is granted

ANC: Prestige

The ANC: Prestige is responsible for administering national prestige reviews, maintaining the national archive of prestige awards, and training regional prestige reviewers.

Job Functions

Review prestige logs submitted to national

- Accept logs submitted via the mcreview mailing list, or through other means as necessary
- Return prestige logs to the regional reviewer if not in the national format, missing most verification links without explanation, or otherwise failing to meet normal expectations
- Adjust any entries that fall outside of normal guidelines
- Verify all regional and national awards via report, web site, or email to awarding officer
- Contact member and/or their direct coordinator to clarify any ambiguous entries
- Submit reviewed log to US NC for final approval
- *Logs should be completed within 14 days measured from initial receipt to submission for USNC approval*

Process approved prestige logs

- Add final totals to the MC verification page on the USNC web site
- Send updated, locked prestige log to the member, their coordinator chain, and to the mcreview mailing list

- Maintain archive of all reviewed logs, sending a copy of said archive on cd or other media to the USNC once every six months
- *Logs should be processed within 7 days measured from USNC approval to member notification*

Field Member and Coordinator Questions

- Reply to emails from members and coordinators inquiring about prestige policy and to emails sent to us-prestige or mcreview mailing lists
- Draft FAQ articles to address any frequent questions and submit them to the USNC
- *Emails should always be responded to within one week with an average response time of 2-3 days or less*

Update Prestige Award Archive

- Provide the Excel template for importing prestige awards to officers wishing to document prestige awards
- Receive completed templates from officers awarding prestige and uploading them into the national prestige database
- Review monthly reports sent to us-reports and add prestige awards to database as appropriate
- *New awards should be uploaded within 5 days of receipt*

Support Prestige Award Archive

- Receive reports of errors in the prestige award archive
- If report is regarding missing prestige, direct member to the appropriate awarding officer
- If report is regarding data entry error, correct data in the database as appropriate
- *All error reports should be responded to within one week with an average response time of 2-3 days or less*

Train Regional Prestige Reviewers

- Contact and educate regional reviewers about any common errors that are not corrected at regional with a carbon copy of initial notification sent to the supervising regional coordinator
- Discuss any errors common to multiple regions on the mcreview mailing list
- Notify USNC if a regional reviewer is educated and continues to make the same errors
- Draft FAQ articles to address any frequent problems and submit them to the USNC

Train Regional Coordinators

- Contact and educate regional coordinators when RC reports indicate awards that appear to be outside of guidelines with a carbon copy of the full conversation sent to the USNC
- Discuss any errors common to multiple regions with the USNC for broader training to take place
- Draft FAQ articles to address any frequent problems and submit them to the USNC

Moderate mcreview Mailing List

- Subscribe regional coordinators as their election results are announced and remove their predecessors from the list
- Subscribe ARC: Prestige appointments based on contact from the regional coordinators and remove their predecessors from the list
- Respond to any issues regarding the list, involving others as necessary to resolve any technical issues
- *List-related requests should be processed within one week with an average response time of 2-3 days*

Produce and Mail Member Class Cards

- When a member class is awarded due to a national review, produce a member class card for that member to document their new member class and approved prestige total
- Mail member class card to the member
- *If mailing address is available, card should be sent within one week of the review being completed*

Report Monthly

- Summarize the number of reviews handled during the month
- List the status of all open reviews
- Document the final approved totals for all completed reviews and any member class awards made
- Note which member class cards were mailed to members and which are still pending for some reason
- Reference prestige award uploaded to the database during the month
- Include any available statistical data that appears useful
- *The report for each month should be sent before the 15th of the month following*

Participate in General Discussion

- Respond to email as requested on us-nsplat with opinions and commentary
- Respond to email on us-rsplat on the subject of prestige awards, review policy, or other topics related to the job functions above
- *Any such emails should be replied to within 5 days, with an average response time of 2 days or less, even if only to express support for an already-expressed position*

Workload and Compensation

40 national prestige for an average month with 15-25 reviews, moderate updates to the prestige database, and minor project activity.

Delegated Authority

(All authority should be used with discretion and where appropriate.)

- No specific authority is granted