



National Association of Residential Property Managers

REGION VICE PRESIDENT DUTIES & RESPONSIBILITIES

OVERVIEW

The Region Vice President/Director (RVP) of the National Association of Residential Property Managers (NARPM®) will include one (1) member representing each of the Association's regions who are elected to oversee the work of NARPM®. These individuals will act as the representatives of the NARPM® President in such matters as may be assigned to them. In addition to serving as the spokesperson for the Association in their respective region, the RVP will work closely with the Member Services Committee, the Chapter Support Manager, and the Chief Executive Officer to identify problems or opportunities within their region and assist wherever possible.

The RVP will supervise their assigned region of NARPM®. The NARPM® President, RVP, the Region Ambassadors, Committee Chairs, and National staff will work closely with the RVPs to provide the most beneficial services and programs to their members.

It is the responsibility of the RVP to notify the Chapter Support Manager and/or Chief Executive Officer of any assistance they may need throughout the course of their duties and responsibilities. If it is deemed during the term of the RVP that any of the required duties are not met, followed and practiced in good faith, then the respective RVP could be removed from the National Board of Directors by a majority vote of the National Board of Directors.

REGIONAL TEAM (to be established by 9/15 of each year)

The RVP role is designed to be successful with at least two Regional Ambassadors.

Each Region shall have a team of at least two Ambassadors, to be selected no later than September 15 of each year. Regional Ambassadors must apply for the position and be approved by the incoming President & President Elect.

You can find the Ambassador Application by following this link [NARPM Ambassador Application](#)

The RVP will oversee the Ambassadors, along with all Regional activities. The RVP Ambassador's role is to assist the RVP and/or be assigned specific Chapters within the Region.

Some examples of the Regional Ambassador support –

- Send welcome letters for new members
- Assist in putting together the agenda for Regional Chapter Leader calls
- Write the conference call email invitations
- Make sure the committee rep is always on the call
- Follow up with members who have dropped out due to non-renewal

RVP's are to delegate and use their Ambassadors to assist with the management of the Region. Ideally, one of the Ambassadors would remain during the transition from one RVP to another. This will maximize the continuity within the Region.

REQUIRED MEETING ATTENDANCE

In order to maximize your effectiveness for the organization and promote NARPM® to its fullest, the RVP is required to attend meetings and phone conferences throughout the year. If at any time an RVP is unable to attend a Board meeting, at least 14-days advanced notice is required to be submitted to the President and Chief Executive Officer for consideration of an excused absence. Excused absences must be approved by the Board of Directors. One (1) unexcused absence or two (2) excused absences within the year of service will be grounds for the replacement of that Director.

- **National Board of Director Meetings – Six per year**
 - **3 Phone Conference calls**
 - Usually last about 2 – 3 hours
 - Held in the months when there is not an In-Person meeting
 - **3 In-Person**
 - Broker/Owner Retreat (Usually in the Springtime)
 - Next years' Annual Convention site (August)
 - Current Year Annual Convention (October) **Incoming Directors are to attend this meeting**
 - **Two Weeks before meeting** - All reports are to be submitted to National Staff two weeks prior to meeting
 - **One Week before meeting** - Review meeting Agenda and submit questions to survey that is linked in the agenda
- **Leadership Training (Offered via zoom)**
 - RVP, Ambassadors and Incoming Chapter Presidents are to attend the zoom sessions
 - Chapter Meet Up last day of convention with a reception immediately following
 - All costs are covered by NARPM® National.
- **Annual Strategic Planning & Board Training (September of each year – 3 day event)**
 - Returning and Incoming RVPs to attend
 - Hotel accommodations arranged by and paid for by NARPM National Staff
 - Cost is covered by NARPM® National.
- **Regional Chapter Leader Meetings (Phone conference calls – 1 hour event)**
 - Four per year are scheduled – While four are recommended; you must reach out to your Chapter Leaders monthly to keep them up to date.
 - The dates of your meetings will be arranged with the help of the Chapter Support Manager. This is necessary because the Chapter Support Manager will attend every Regional call.
 - Agenda to be submitted to Chapter Support Manager at least 7 days before meeting. The CS Manager will distribute the agenda at least one week prior to your call
- **Chapter Visits (At least every Chapter in two-year term)**

Be aware of the Chapters, if any, that are not doing well and provide them with guidance and expertise in getting them back on track. This includes engaging and working with the National staff and the respective National Committee(s). This will be accomplished by spending time discussing the issues and brainstorming solutions or finding other chapters/members to help this chapter or it might mean traveling to this chapter to do whatever might be reasonably needed. It is recommended that you engage your Ambassador to help with any struggling Chapters.

- Every Chapter visit should be productive and bring added value to the members
 - A variety of topics are available for a short presentation at www.NARPM.org or simply take a few minutes to report on the National activities (Strategic Planning, Broker/Owner retreat, etc.)
 - Use the [State of NARPM®](#) presentation
- Up to two nights' travel are eligible for reimbursement when traveling to a Chapter
- RVP or their Ambassador is to visit every Chapter at least once within their two-year term.

- Focus should be placed on Chapter needs when evaluating Chapter visits.
- Be sure to use the [Chapter Health Guide](#) for each Chapter visit.
- **Two weeks prior to visit** – Send the [Chapter Health Guide](#) to the Chapter President and review it with them after their meeting.
- **One week after visit** - Provide feedback to the Chapter President. What are they doing well, what could they improve upon, be sure to include suggestions and not just criticism.

- **Regional/State/Area Conferences**

The RVP is required to offer support and attend any State Conferences held in their Region. There will be at least one Executive Committee member in attendance, as well.

TRAVEL GUIDELINES

When traveling to fulfill the duties of RVP be sure to consider the most cost-effective way to meet your goals. All flight arrangements are to be completed by the RVP. There are two events where the National Staff arranges your hotel accommodations: Strategic Planning and August Board Meeting.

Each RVP will be given a budget for the year. This budget is to be strictly adhered to and shall include expenses incurred by the Regional Ambassadors and expenses incurred by Regional conference calls. The RVP will also be given a Travel & Expense Report from National Staff. All reimbursable expenses are to be submitted by using this report within 30 days of the travel event.

All the details regarding the NARPM® travel policy can be found by following this link [Valuable RVP Documents](#). If you attend an event as a NARPM® Board Member, it is important to engage with the membership by attending as many of the sessions, including the Vendor Fair, as possible. Should you find it necessary to take a break to handle business or other needs, you are to go to a private location where members are not present. If you will be absent from the event for an extended period of time, please inform the Chief Executive Officer or someone else on the Executive Committee.

COMMUNICATION

Successful communication is the key to becoming the most effective RVP you can be. Be sure to CC all interested parties, especially the Member Support Manager and your Ambassadors. All communication between National staff and other Board members should not exceed a 48-hour response time from either party.

To make your communication easier, set up email groups for the various Chapters or Chapter leader groups.

- **RVP Reports (Six per year – due two weeks prior to Board Meeting)**

- National Staff will provide a report format for the RVP to complete and submit two weeks before each Board of Directors meeting.
- Reach out to your Chapter Leaders at least one week prior to the due date of your report.
- Read the report thoroughly and be sure to fill out all areas completely.

- **Residential Resource Magazine Article**

- Each RVP is required to submit an article twice per year (750 words). This article is to highlight your Region, the activities going on and any upcoming notable events.
- Due Dates for the articles will be assigned by National Staff.
- Each RVP is also required to assign two Chapter Leaders to submit a Chapter Spotlight article featuring their Chapter.
- The Chapter Spotlight article and the RVP Bulletin article will be published in the *Residential Resource* at the same time.

- **New Member Email Notifications**

- Each time a new member from your Region joins NARPM® the RVP and Chapter Leader will receive an email notification.

- The RVP should immediately e-mail them welcoming him/her to their Region and copy the Ambassador and the local Chapter Leader. Sample welcome email can be found within the [Valuable RVP Documents](#)
- **Chapter Visits**
 - After visiting a Chapter the RVP is required to submit the completed Chapter Health Guide to National Staff where it will be kept on file for the Chapter. Expense reimbursements will not be processed without the completed Chapter Health Guide.

As an RVP, if you attend an event as a NARPM® Board Member, it is important to engage with the membership by attending as many of the sessions, including the Vendor Fair, as possible. Should you find it necessary to take a break to handle business or other needs, you are to go to a private location where members are not present. If you will be absent from the event for an extended period, please inform the Chief Executive Officer, or someone else on the Executive Committee.