**TUCSON ASSOCIATION OF REALTORS®**

**MEMBER/VOLUNTEER/STAFF POLICIES**

**Policy #57:   Employee and Member/Volunteer Relations:** *Added 05/27/10*

The Association establishes the following Employee and Member/Volunteer Relations policy in order to promote a cordial, pleasant and legally compliant working environment between the Association employees and its’ members.

Since the Association is a member services organization with revolving terms in the Board of Directors and Committees, this policy is established to preserve continuity of authority and responsibility within the work environment.

**Policies, Programs and Services**

1. The Board of Directors shall establish the scope of the Association policies, programs and services.  The Chief Executive Officer is responsible to carry out the policies, programs and services established by the Board of Directors.
2. No member shall be provided with services beyond the scope of services provided to all members.  Any request by a member for services outside the scope of an employee’s authorization must be forwarded to the Chief Executive Officer.  This request must contain information on the unique circumstances of the situation which prompted the member to request the extraordinary measures be considered for their benefit.  The Chief Executive Officer may then determine if an exception  should be made, with input from the appropriate Association officer, or if the request should be brought to the attention of the Board of Directors for resolution.

**Committee Support**

1. An Association employee should render all possible technical and administrative assistance to the committees and work groups to which he/she is assigned.  The Association employee is involved so as to answer questions, offer suggestions or raise questions, when appropriate, and to conduct research or carry out tasks as assigned by the committee chair and/or Chief Executive Officer.
2. An Association employee is expected to be knowledgeable on TAR policy, committee scope and the subject under discussion.

**Staff and Member/Volunteer Relations**

1. The Chief Executive Officer is responsible to and takes his/her instructions from the board of Directors (as a collective body).  All other Association employees are responsible to and take instruction from the Chief Executive Officer.
2. Interaction between Association employees and members/volunteers shall be maintained at a professional level characterized by mutual respect, courtesy, effort and cooperation to resolve issues.  Under no circumstances should Association employees or members/volunteers engage in discourteous or unprofessional behavior (i.e., use of profanity, disparagement of another employee or member, use of physical force, etc.)
3. Any behavior by a member/volunteer, which interferes with or compromises an Association employee’s job performance or satisfaction, is not acceptable.  An Association employee may, at their sole discretion, terminate any conversation with a member/volunteer that may be considered to be offensive.  All such incidents should be reported to the Chief Executive Officer or President for appropriate action.
4. Members/volunteers are not responsible for and may not discipline an Association employee.  Any unprofessional behavior or unacceptable performance by an Association employee, which is observed by a member/volunteer, should be reported to the Chief Executive Officer or President for appropriate action.