

**Adopted by Village Board 3/18/19**  
**Confirmed by Village Board 7/15/19**

**Organizational Chart for Brockport Welcome Center**



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**Organization for the Brockport Welcome Center**

- I. VILLAGE BOARD
  - a. Oversees all aspects of the organization of the Brockport Welcome Center
  
- II. DIRECTOR
  - a. The Brockport Welcome Center Director must have submitted a Village of Brockport Position Interest Form to the Village Clerk.
  - b. The Director is appointed by the Village Board.
  - c. The Director is not limited to residency in the Village of Brockport.
  - d. The Director is a member of the Advisory Board.
  - e. The Director has no term limits and is appointed annually by the Village Board.
  
- III. ASSISTANT DIRECTOR
  - a. The Brockport Welcome Center Assistant Director must have submitted a Village of Brockport Position Interest Form to the Village Clerk.
  - b. The Assistant Director is appointed by the Village Board.
  - c. The Assistant Director is not limited to residency in the Village of Brockport.
  - d. The Assistant Director is a member of the Advisory Board.
  - e. The Director has no term limits and is appointed annually by the Village Board.
  
- IV. ADVISORY BOARD
  - a. **Membership Requirements:**

- i. The Brockport Welcome Center Advisory Board is comprised of individuals who have submitted a Village of Brockport Position Interest Form to the Village Clerk and been appointed by the Village Board.
- ii. The Brockport Welcome Center Advisory Board is not limited to residents of the Village of Brockport.
- iii. Terms are staggered from 1 to 3 years, except the Director and Assistant Director, which are appointed annually. Each term is for 3 years. There are no term limits.
- iv. The Advisory Board consists of at least 5 and no more than 7 voting members, including the Director and Assistant Director.
- v. Any Advisory Board member who is absent from 3 meetings in one year without good cause shall be considered to have resigned from the Advisory Board and its committees. Good cause is any reason for which absence is excused by the Chairperson. If a member chooses no longer to serve, he/she shall send a letter to inform the Village Clerk, who will forward it to the Village Board for action. The Village Board shall appoint another member to the vacancy.
- vi. All Advisory Board members must take a regular shift, be available to substitute and be on the after-hours call list that is posted at the Brockport Welcome Center.
- vii. A member of the Village Board serves as a liaison to the Advisory Board and is a non-voting member.

**b. Meeting Process:**

- i. Regular meetings are conducted on a monthly basis, except for November and December.
- ii. Special Meetings can be called by the Director or Assistant Director.
- iii. All meetings are documented with meeting minutes which are distributed to members of the Advisory Board via email and filed with the Village Clerk and posted on the Village website.
- iv. Motions are carried by means of a simple majority of the Advisory Board members who are in attendance. Advisory Board members must be in attendance to vote. A quorum must be established to hold the meeting.

**V. ROLES AND RESPONSIBILITIES**

**i. Director**

- 1. Reports directly to the Village Board.
- 2. Works with the Village Board Liaison.
- 3. Member and chair of the Advisory Board.
- 4. Works directly with the Treasurer and Deputy Clerk-Treasurer regarding all financial deposits, receipts and exchange of cash.
- 5. Monitors the Brockport Welcome Center records and reports to Village Board and Advisory Board.
- 6. Planning, directing and overseeing the operations of the Brockport Welcome Center. (including supplies, repairs, troubleshooting and resolving minor issues and direct serious matters to the Advisory Board and Village Board, as needed.)
- 7. Track and analyze data and provide feedback to Village Board and Advisory Board.
- 8. Manage the Brockport Welcome Center Volunteer Staff (keep up to date roster, scheduling, substitutes, training, assessments and recruiting).

9. Rotate through the Volunteer Schedules to establish communication with each person.
10. Develop marketing and promotional campaigns.
11. Ensure webpage and social media are up to date.
12. Act as an ambassador, by representing Brockport Welcome Center at regional and local activities.
13. Be proactive in exploring potential improvements to service and procedures.
14. Chair meetings develop an agenda and ensure minutes, with attendance, are taken for all Advisory Board meetings.
15. Provide Village Clerk with schedule of meetings.
16. Provide a written report to the Village Board, annually, on the state of the Brockport Welcome Center and goals.
17. Distribute meeting minutes via email to Advisory Board members and Village Clerk after approved by the Advisory Board.

**ii. Assistant Director**

1. Works with the Director to assist in fulfillment of all responsibilities.
2. Substitutes in the absence of the Director.
3. Member of the Advisory Board.

**iii. Advisory Board**

1. Contribute to the establishment of the Standard Operation Procedures, which should be reviewed annually and updated as needed.
2. Develop short- and long-term planning for the Brockport Welcome Center.
3. Conduct an annual operations and services evaluation for the Director's Annual Report to the Village Board.
4. Actively recruit new volunteers and assist them with submission of a Position of Interest form to the Village Clerk.
5. Attend Advisory Board meetings and functions, such as special events at the Brockport Welcome Center and Volunteer gatherings.
6. Support and provide "wise counsel" to the Director and Assistant Director in the performance of their roles and responsibilities.
7. Establish and promote an events calendar.
8. Encourage and support the exploration of new ideas that could improve the operation and service of the Brockport Welcome Center.

**VI. VOLUNTEERS**

- a. Must submit a Position of Interest form to the Village Clerk and be appointed by the Village Board.
- b. A Volunteer is not limited to residency in the Village of Brockport.
- c. A Volunteer has no term limits and is appointed by the Village Board.
- d. Indicate to the Director their availability for a regular shift and willing to substitute; regular shift only; or substitute only.
- e. Follow the written Standard Operation Procedure on file at the Brockport Welcome Center.