



MAAO
Minnesota Association
of Assessing Officers

Regional Directors Committee Chair

HANDBOOK

Abstract

This handbook is an introductory guide for MAAO Regional Directors and Committee Chairs. It contains an overview of the duties of the regional directors and committee chairs discussion of commonly assigned responsibilities.

Audience

Regional Directors and Committee Chairs

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1. Welcome

On behalf of the MAAO membership, thank you for your commitment to the Minnesota Association of Assessing Officers. Your interest and passion to serve as committee chair and Regional Director is greatly appreciated.

2. Strategic Plan

(Adopted August 26, 2008)

2.1 MAAO Mission Statement

The mission of the Minnesota Association of Assessing Officers (MAAO) is to provide education and information to promote excellence in property appraisal and assessment administration through professional development with the highest ethical standards.

2.2 MAAO Vision Statement

MAAO will be the statewide recognized leader and source for education and information for mass appraisal and property tax administration and promote high ethical standards.

Goal #1 Ensure that the organization continually recognizes the needs of its members and other stakeholders in property tax administration.

Strategy #1 - Establish feedback mechanisms from the membership.

Strategy #2 - Involve members from throughout the state at all levels of the association.

Strategy #3 - Recognize the accomplishments and contributions of the membership.

Goal #2 Be the statewide leader of providing assessment education and professional development programs for assessors.

Strategy #1 - Improve and expand our education programs at all levels.

Strategy #2 - Maintain reasonable costs for programs.

Strategy #3 - Continue a strong connection with the International Association of Assessing Officers.

Strategy #4 - Promote the professional development of all members.

Goal #3 To be the statewide recognized source for assessment information to assure the fair administration of the property tax system.

Strategy #1 - Maintain working relationships with the Department of Revenue staff, the Minnesota Board of Assessors, the Minnesota Legislature and its staff, appraisal and tax administration organizations, government agencies and other stakeholders.

Strategy #2 - Develop and maintain a membership resource center.

Strategy #3 - Disseminate information via “Equal Eyes” and the MAAO website.

Goal #4 Promote and instill the highest ethical and professional standards in our members.

Strategy #1 - Promote awareness of ethical standards and practices adopted by the Minnesota Board of Assessors and the International Association of Assessing Officers.

Strategy #2 - Provide continuing education and training related to ethical standards and practice.

Goal #5 Increase association membership and involvement while managing an active association.

Strategy #1 - Increase membership and member retention through increased benefits and actively responding to member’s needs.

Strategy #2 - Achieve fiscal responsibility by maintaining reasonable membership dues and fees, a balanced association budget and a reasonable fund reserve.

Strategy #3 - Maintain an active recruitment and membership retention plan and seek involvement of all members.

3. Policy on Suspected Misconduct, Dishonesty, Fraud and Whistle-blower Protection

If any person knows of or has a suspicion about misconduct, dishonesty or fraud, the President should be contacted. If the alleged wrongdoing concerns the President, then the Executive Board or other officers of the organization should be notified instead.

If the President, Executive Board member or other officers of the organization receive information about misconduct, dishonesty or fraud, they shall inform the Executive Board (or, alternately, the Executive Committee, if such a Committee exists), which shall determine the procedure for investigating all credible allegations.

At all times, the privacy and reputation of individuals involved will be respected. There will be no punishment or other retaliation for the reporting of conduct under this policy. If the person providing the information requests anonymity, this request will be respected to the extent that doing so does not impede any investigation.

4. Ethics Policy

It is the policy of MAAO that its employees and board members uphold the highest standards of ethical, professional behavior. To that end, these employees and board members shall dedicate themselves to carrying out the mission of the organization and shall:

- 1) Hold paramount the safety, health and welfare of the public in the performance of professional duties.
- 2) Act in such a manner as to uphold and enhance personal and professional honor, integrity and the dignity of the profession.
- 3) Treat with respect and consideration all persons.
- 4) Engage in carrying out MAAO's mission in a professional manner.
- 5) Collaborate with and support other professionals in carrying out MAAO's mission.
- 6) Build professional reputations on the merit of services and refrain from competing unfairly with others.

- 7) Recognize that the chief function of MAAO at all times is to serve the best interests of its constituency.
- 8) Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct themselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
- 9) Respect the structure and responsibilities of the Executive Board, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the Executive Board.
- 10) Keep the community informed about issues affecting it.
- 11) Conduct organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
- 12) Exercise whatever discretionary authority they have under the law to carry out the mission of the organization.
- 13) Serve with respect, concern, courtesy, and responsiveness in carrying out the organization's mission.
- 14) Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all activities in order to inspire confidence and trust in such activities.
- 15) Avoid any interest or activity that is in conflict with the conduct of their official duties.
- 16) Respect and protect privileged information to which they have access in the course of their official duties.
- 17) Strive for personal and professional excellence and encourage the professional developments of others.

5. Conflict of Interest Policy

Section 1. Purpose:

MAAO is a nonprofit, tax-exempt organization. Maintenance of its tax-exempt status is important both for its continued financial stability and for public support. Therefore, the IRS as well as state regulatory and tax officials view the operations of MAAO as a public trust, which is subject to scrutiny by and accountable to such governmental authorities as well as to members of the public.

Consequently, there exists between MAAO and its Executive Board, officers, and employees and the public a fiduciary duty, which carries with it a broad and

unbending duty of loyalty and fidelity. The Executive Board, officers, and employees have the responsibility of administering the affairs of MAAO honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of MAAO. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with MAAO or knowledge gained therefrom for their personal benefit. The interests of the organization must be the first priority in all decisions and actions.

Section 2. Persons Concerned:

This statement is directed not only to directors and officers, but to all employees who can influence the actions of MAAO. For example, this would include all who make purchasing decisions, all persons who might be described as “personnel,” and anyone who has proprietary information concerning MAAO.

Section 3. Areas in which Conflict May Arise:

Conflict of interest may arise in the relations of directors, officers, and employees with any of the following third parties:

1. Persons and firms supplying goods and services to MAAO.
2. Persons and firms from whom MAAO leases property and equipment.
3. Persons and firms with whom MAAO is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property.
4. Competing or affinity organizations.
5. Donors and others supporting MAAO.
6. Agencies, organizations, and associations which affect the operations of MAAO.
7. Family members, friends, and other employees.

Section 4. Nature of Conflicting Interest:

A conflicting interest may be defined as an interest, direct or indirect, with any persons or firms mentioned in Section 3. Such an interest might arise through:

1. Owning stock or holding debt or other proprietary interests in any third party dealing with MAAO.
2. Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) with any third party dealing with MAAO.

3. Receiving remuneration for services with respect to individual transactions involving MAAO.
4. Using MAAO's time, personnel, equipment, supplies, or good will for other than MAAO-approved activities, programs, and purposes.
5. Receiving personal gifts or loans from third parties dealing or competing with MAAO. Receipt of any gift is disapproved except gifts of a value less than \$50, which could not be refused without discourtesy. No personal gift of money should ever be accepted.

Section 5. Interpretation of this Statement of Policy:

The areas of conflicting interest listed in Section 3, and the relations in those areas which may give rise to conflict, as listed in Section 4, are not exhaustive. Conflicts might arise in other areas or through other relations. It is assumed that the directors, officers, and employees will recognize such areas and relation by analogy.

The fact that one of the interests described in Section 4 exists does not necessarily mean that a conflict exists, or that the conflict, if it exists, is material enough to be practical importance, or if material, that upon full disclosure of all relevant facts and circumstances it is necessarily adverse to the interests of MAAO.

However, it is the policy of the board that the existence of any of the interests described in Section 4 shall be disclosed before any transaction is consummated. It shall be the continuing responsibility of the board, officers, and management employees to scrutinize their transactions and outside business interests and relationships for potential conflicts and to immediately make such disclosures.

Section 6. Disclosure Policy and Procedure:

Transactions with parties with whom a conflicting interest exists may be undertaken only if all the following are observed:

1. The conflicting interest is fully disclosed;
2. The person with the conflict of interest is excluded from the discussion and approval of such transaction;
3. A competitive bid or comparable valuation exists; and
4. The [Executive Board or a duly constituted committee thereof] has determined that the transaction is in the best interest of the organization.

Disclosure in the organization should be made to the President (or if he or she is the one with the conflict, then to the 1st VP), who shall bring the matter to the attention of the Executive Board or duly constituted committee thereof. Disclosure involving directors should be made to the President, (or if he or she is the one with the conflict, then to the 1st Vice President) who shall bring these matters to the Executive Board or duly constituted committee thereof.

The Executive Board or duly constituted committee thereof shall determine whether a conflict exists and in the case of an existing conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to MAAO. The decision of the Executive Board or duly constituted committee thereof on these matters will rest in their sole discretion, and their concern must be for the welfare of MAAO and the advancement of its purpose.

COMMITTEE CHAIR

Non-Voting Member at Executive Meetings

1. Serve the term
2. Schedule committee meetings
3. Develop an agenda and distribute prior to meeting.
4. Attend, plan and facilitate scheduled committee meetings
5. Ensure agendas and minutes are distributed to committee members and retained
6. Delegate specific tasks to committee members
7. Communicate and follow up regularly with the Executive board regarding specific tasks, needs and requests (up-load Committee Reports on MAAO)
8. Follow up with committee to ensure agreed upon goals are being accomplished in a timely manner
9. Ensure an appropriate number of members remain on the committee, recruit as necessary.
10. At the MAAO Fall Conference, report the Committees activities during the past year.
11. Assist committee members as needed
12. Attend Executive Board meetings (November, February, May, August, and Annual Meeting) you will need to submit a Committee Report that includes Committee activities, special events, and committee member changes.
13. Help to make members, especially new people, feel welcome
14. Maintain the Committee's page on the MAAO website (work with the Education Coordinator for instruction how)
15. Plan out expected committee budget yearly (typically needed by the end of July)
16. May provide courses for seminars/conferences as needed.
 - Notify conference coordinators of planned courses
 - For 1 day long or more courses work with Education committee in advance for ideas/recommendations

COMMITTEE MEMBER

1. Attend scheduled committee meetings
2. Brainstorm (bring ideas for the committee to the team meetings)
3. Perform agreed upon tasks as decided in committee meetings
4. Report progress of tasks as requested
5. Be engaged in committee tasks
6. Respond to emails/communications timely
7. Attend meetings and other events – help to make members, especially new people, feel welcome
8. Assist in recruiting new committee members

MAAO REGION DIRECTORS

Voting Members at Executive Meetings

Position Objective:

The Directors shall supervise the operations and activities of the Association in the region represented, and shall perform such other duties as may be assigned to them by the President or Executive Board.

Essential Job Functions:

Attend all Executive Board Meetings and functions which are held in November, February, May (Tuesday of Summer Seminar) August (Joint with Legislation) and Annual Meeting (Fall Conference). If unable to attend, have an approved proxy attend.

At each Executive Board meeting you need to present a Region Report that includes Region activities, special events, retirements, and employment changes. You will also need to submit your region report on the MAAO website.

Bring any ideas or concerns of the Region to the Executive Board.

Represent your Region on issues that are discussed at Executive Board meeting and vote according to Region's stand on issues.

Provide the MAAO 2nd Vice President the names of any members from the region that are deceased before the Annual Meeting.

At the MAAO Fall Conference, report the Region's activities during the past year.

Attend all Region meetings and functions. If unable to attend notify Region President.

Report back to the Region on items of importance from the Executive Board meetings.

Notify the Membership & Awards Committee Chair of retirements in the Region and requests for certificates.

Notify the MAAO President of retirement celebrations in the Region.

Other Job Functions:

Encourage membership in MAAO.

Mentor new MAAO members.

Encourage all members to attend region meetings

Encourage members to become involved in the various MAAO committees.

Encourage members to attend the MAAO Courses and Seminars.

Appendix

Template for Region Directors

Template for Committee Chairs

Template for Editorial Annual Meeting

Instructions for “Go To Meetings”



MAAO
Minnesota Association
of Assessing Officers

Region:

Includes County/Cities:

Announcements:

Date of meeting:

Location:

Topics of Discussion:

Date of meeting:

Location:

Topics of Discussion:

Questions for the Executive Board:



MAAO
Minnesota Association
of Assessing Officers

Committee Name:

Chair of Committee:

Committee Members:

Date of Last meeting:

Date of Next meeting:

Action Items In Progress/Pending:

Action Items Completed:

Questions for the Executive Board:

Committee Chair Report Template

Instructions:

Please use a narrative format for activity/meeting description

Please keep bullet points to a minimum (except where shown as example)

Please use Arial Font, standard (not italic font for information), leave bold headers

Please include any information/data typically required from your committee for this annual report

Send Completed Form to: editor@mnmaao.org

Committee Name:

Committee Chair:

Committee Members:

2016/2017 Committee Goals (Past Year):

Work Accomplished

2017/2018 Committee Goals (Future Year):

Other Committee Highlights

Go To Meeting - web meeting instructions

Go to www.gotomeeting.com click Login in the upper left navigation bar.

Login - Email address: webmaster@mnmaao.org

Password: MAAO1949

Schedule a Meeting - We can only schedule/host one meeting at a time with our subscription

Click Host a Meeting on the Left Navigation area. If you have never hosted a meeting on your computer before,

the website will ask to Run the application. Click Run if prompted. It will show Starting Meeting..... You will

then see a little Flower icon in your task bar by the clock.

A box will ask you if you want to Meet Now or Schedule a Meeting. Make your selection.

Enter the Subject of the meeting – be specific (i.e. IS Committee Meeting), Date and Time – the rest of the

Audio and Password set up can be left as defaulted. Click Schedule.

The meeting will be entered onto your Outlook Calendar and an email window will come up with all the meeting details and the meeting link included. Enter the email addresses that you are inviting and send the

invitation.

Start a Scheduled Meeting

Scheduled meetings are any GoToMeeting meetings that have been previously scheduled by the organizer in

the GoToMeeting application. Scheduled GoToMeeting meetings can be started from the GoToMeeting system

tray icon, the GoToMeeting Web site, the GoToMeeting Outlook bar.

Note: To start a meeting the GoToMeeting application must be installed on the PC being used by the meeting

organizer. This was installed when you scheduled the meeting.

To start a scheduled meeting from the GoToMeeting system tray icon

1. Right-click the GoToMeeting system tray icon and select **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your Email address and Password and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to start by clicking the name of the meeting in the Subject column, and click the **Start** button.

Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop.

To start a scheduled meeting from the GoToMeeting Web site

1. Open an Internet browser and go to www.gotomeeting.com.
2. In the left navigation bar, click **Log In**.
3. In the Returning Users section, enter your Email address and Password and click the **Log In** button.
4. On the My Meetings page, locate the scheduled meeting you wish to start and click the **Start Meeting** button.
5. If prompted, click **Yes** or **Grant** to accept the GoToMeeting download.

Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your

desktop.

To start a scheduled meeting from the GoToMeeting Outlook bar

1. From the GoToMeeting Outlook bar, click the GoToMeeting button and select **My Meetings**.
2. On the *Login – GoToMeeting* dialog box, enter your Email address and Password and click **Log In**.
3. On the *My Meetings – GoToMeeting* dialog box, select the meeting you want to start by clicking the name of the meeting in the Subject column, and click the **Start** button.

Your meeting will start and the GoToMeeting Organizer Control Panel will appear in the right side of your desktop.

If you are using the telephone for the audio part of the meeting, call the number and enter the Passcode provided in the email and outlook calendar item and make sure the 'Use Telephone' button is selected.

If you

have a headset and microphone plugged into your computer, make that selection and you are good to go.

To end your meeting, click File End Meeting or click the Close X in the upper right of this toolbar.

Get Started with GoToMeeting

Quick Start

Learn how to schedule your meetings, invite people and meet spontaneously.

[Watch Video \(2:36\)](#)

Engage your Audience

Find out how to make your meetings more interactive by using Drawing Tools, sharing keyboard/mouse controls and switching presneters.

[Watch Video \(2:42\)](#)

Recording Basics

See how easy it is to record meetings (include you and your attendees' audio) for later On-Demand viewing.

[Watch Video \(2:39\)](#)

[View all our GoToMeeting training videos](#), including instructions for Mac users

If you have any questions or comments about what you've learned, please contact us at:

GoToMeeting Global Customer Support

For 24/7 Support, please visit: <http://support.gotomeeting.com> 1-800-263-6317 (U.S. and Canada, toll-free)