

Operations Roles and Responsibilities Guideline

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- I. Overview
 - A. This document outlines the structural hierarchy of the NAIGC Operations.
 - B. Powers and responsibilities of the Executive Director are outlined in Leadership Powers and Duties (LP&D).
 - C. There are four Departments. The Executive Director and Department Heads make up the Operations Leadership Team. The Operations Leadership Team should review and amend this document annually. Significant changes should be communicated to the board.
 - D. Within each Department, Operations Specialists serve as Coordinators and members of Teams. Coordinators may complete all tasks assigned to them or may ask additional people to help. Teams are designed to be made up of 3-7 people.
 - E. When additional work that does not fall under a particular position or Team arises, a Department Head should work with the Executive Director to either create a new position or Team, or charter a Task Force to complete the work within a set time frame.
 - F. Operations Specialists may submit requests for the creation of specific Teams or Task Forces to their Department Head or the Operations Leadership Team.
 - G. The Board appoints Department Heads and Department Heads appoint leaders for the Teams within their Department.
 - H. The Executive Director may appoint or replace any Operations Specialists including Department Heads.
 - I. A Team leader or Task Force leader may delegate any of their duties to another Team member or Task Force member, however the leader remains responsible for the fulfillment of all respective duties assigned to that Team or Task Force.
- II. Departments and Associated Responsibilities
 - A. Each Department head is responsible for ensuring the entire scope of work for their Department falls under a Team, Task Force, or is assigned to an individual Operations Specialist.
 - B. Departments and Associated Responsibilities
 1. Events Department
 - a) Develop and maintain the NAIGC's event management procedures.
 - b) Coordinate resources (software, awards, insurance, people, procedures, etc.) among the NAIGC's sponsored events, including all Regionals and Nationals.
 - c) Answer events@naigc.org emails.
 2. Marketing Department
 - a) Coordinate the NAIGC's outreach efforts within the gymnastics community and the public.
 - b) Maintain and grow NAIGC's sponsorships and donor bases.
 - c) Grow the NAIGC's membership base and support new clubs.
 - d) Promote, manage, and protect the NAIGC brand.
 - e) Manage social media accounts.
 3. Membership Department

- a) Own communication between the Board and NAIGC members (monthly announcements, info@, scholarship@ emails, office hours, town halls).
 - b) Develop and analyze surveys to get information from our membership.
 - c) Manage Human Resources for the NAIGC.
 - d) Administer the NAIGC Scholarship Program.
4. Technology Department
- a) Develop and maintain the NAIGC's technology (computer-related) resources and ensure that these resources are available for use.
 - b) Responsible for IT support tasks that help operations and the board of directors run effectively and efficiently.
 - c) Fabrication and maintenance of hardware resources
- III. Roles and responsibilities within each Department
- A. Events Department
1. Nationals Coordinator
- a) Responsibilities
 - (1) Lead in the selection of future Nationals locations.
 - (2) Coordinate the planning of Nationals.
 - (3) Represent the NAIGC to and negotiate with Nationals convention centers, hotels, equipment suppliers, and National Travel Systems as it relates to hosting Nationals.
 - b) Specific role(s) reporting to this coordinator: None
2. Nationals Team
- a) Responsibilities
 - (1) Organize internal logistics of Nationals (admissions, set up / tear down, banquet, awards presentations, equipment layout).
 - b) Specific role(s) on the team
 - (1) Nationals Volunteer Coordinator
 - (a) Organizes external volunteers to help with the set up, tear down, and running of meet sessions.
 - (2) Nationals Registration Coordinator
 - (a) Responsibilities
 - (i) Help clubs register for Nationals by the appropriate deadlines.
 - (ii) Develop FAQs and guides to assist the registration process.
 - (iii) Answer nationals@ emails.
 - (b) Specific role(s) reporting to this coordinator
 - (i) Alumni club coordinator - Communicate amongst alumni, manage registration for all meets including Nationals.
3. Rules Teams for each discipline
- a) This team is led by the associated Rules Coordinator.
 - b) Responsibilities are outlined in Leadership Powers and Duties.

- c) Specific role(s) on the team: None
 - 4. Event Sanctioning Team
 - a) Responsibilities
 - (1) Oversee sanctioning program as specified in the Event Sanctioning Policy.
 - b) Specific role(s) on the team: Insurance Coordinator
 - 5. Healthcare Coordinator
 - a) Responsibilities
 - (1) Organizes healthcare providers at NAIGC events.
 - (2) Ensures local healthcare provider laws are followed and appropriate licenses are obtained.
 - b) Specific role(s) reporting to this coordinator: None
- B. Marketing Department
 - 1. Design Coordinator
 - a) Responsibilities
 - (1) Own brand standards.
 - (2) Provide direction and approval for all artistic content that is used to advertise, market, or otherwise brand the NAIGC.
 - (3) Design branded merchandise, including membership gifts.
 - (4) Work with webmaster to ensure online store is updated and working.
 - b) Specific role(s) reporting to this coordinator: None
 - 2. Fundraising Team
 - a) Responsibilities
 - (1) Identify and pursue leads and close opportunities for sponsorships.
 - (2) Research and pursue grant opportunities
 - (3) Maintain sponsorship deck.
 - (4) Implement deliverables on sponsorship contracts.
 - (5) Implement fundraising campaigns.
 - b) Specific role(s) on the team:
 - 3. Public Relations Coordinator
 - a) Responsibilities
 - (1) Provide strategic direction and content for all NAIGC operated social media accounts, including but not limited to Facebook, Twitter, Instagram, and YouTube.
 - (2) Write press releases.
 - (3) Coordinates media requests and special guest appearances at NAIGC events.
 - b) Specific role(s) on the team: None
 - 4. Nationals Merch Coordinator
 - a) Responsibilities
 - (1) Select annual membership gifts.

- (2) Coordinate storage and shipping of Nationals merchandise.
 - (3) Coordinate external merchandise vendors at Nationals.
 - b) Specific role(s) reporting to this coordinator: None
 - 5. Growth and Outreach Team
 - a) Responsibilities
 - (1) Respond to new club inquiries to info@ and maintain New Clubs Spreadsheet.
 - (2) Develop and distribute resources for new club development, at both the collegiate and community level.
 - (3) Maintain close follow-up with new club initiatives and offer support, in conjunction with RCs.
 - (4) Develop and implement a financial aid system to support new clubs and encourage attendance at Nationals.
 - (5) Improve NAIGC awareness nationwide through diversified marketing materials, advertisements, and partnerships with organizations, corporations, club gyms, and summer camps.
 - (6) Spread NAIGC awareness in the greater gymnastics community by staffing informational booths at outreach events such as Congress and competitions.
 - (7) Help current clubs grow their membership.
 - b) Specific role(s) on the team: None
- C. Membership Department
- 1. Communications Team
 - a) Responsibilities
 - (1) Facilitate 2-way communication between the NAIGC and its members.
 - (2) Answer info@ emails.
 - (3) Send monthly announcement emails.
 - (4) Organize other membership communications (office hours, town halls, newsletters) as the need arises
 - b) Specific role(s) reporting to this coordinator: None
 - 2. Survey Coordinator
 - a) Responsibilities
 - (1) Develop and analyze surveys to get information from the NAIGC membership or the greater gymnastics community
 - b) Specific role(s) reporting to this coordinator: None
 - 3. Human Resources Team
 - a) Responsibilities
 - (1) Onboard new Operations Specialists.
 - (2) Work with Executive Director to develop review criteria for Operations Specialists.
 - (3) Track any external grievances or Code of Conduct violations.

- (4) Ensure implementation of Code of Conduct,, and NAIGC Mentorship Policy.
- (5) Provide a periodic summary report of all external grievances and Code of Conduct violations to the Board.
- b) Specific role(s) on the team: None
- 4. Scholarship Team
 - a) Responsibilities
 - (1) Administer and promote NAIGC Scholarship Program.
 - (2) Maintain scholarship funds for current year and future sustainability.
 - (3) Annually review scholarship criteria.
 - (4) Answer scholarship@naigc.org emails.
 - b) Specific role(s) on the team: None
- 5. Regions Team
 - a) Responsibilities
 - (1) Supports Regional Coordinators (RCs) and Regional Representatives (RR) in completing their tasks.
 - (2) Facilitate initiatives based on feedback from RCs and RRs or from the Membership Department Head.
 - b) Specific role(s) on this team: None
 - (1) Regional Coordinators
 - (a) There will be one Regional Coordinator per region. For a list of regions, see the Regional Representative Policy.
 - (b) Responsibilities
 - (i) Lead in the selection of future Regionals locations.
 - (ii) Coordinate the planning of Regionals.
 - (iii) Ensure club information is current on the NAIGC website and help maintain correct permissions on member accounts.
 - (iv) Maintain a list of contact information for every club in the region and make it available to every club in the region.
 - (v) Ensure clubs complete the Nationals Estimation form and work with them to develop better estimates.
 - (vi) Update the Regional Calendar with all gymnastics-related events in the region.
 - (vii) Help clubs plan camps and coaching/judging clinics for NAIGC members.
 - (viii) Be an interim Regional Representative whenever there is not one for the region.
 - (2) Regional Representatives
 - (a) See the Regional Representative Policy for duties and responsibilities.

D. Technology Department

1. IT Team

a) Responsibilities

- (1) Responsible for IT support tasks that help operations and the board of directors run effectively and efficiently (i.e. email accounts, user permissions, administration of online surveys and elections).

b) Specific role(s) on the team: None

2. Software Development Team

a) Responsibilities

- (1) Develop and maintain the NAIGC's software.
- (2) Ensure that these resources are available for board members and general members to use.

b) Specific role(s) on the team: None

3. Webmaster

a) Responsibilities

- (1) Manage admin rights of other wordpress site users (rules spokespeople, nationals coordinator, etc.).
- (2) Give instructions to new wordpress site users on updating their pages.
- (3) Manage wordpress plugins and coordinate with interested parties (i.e. public relations coordinator).
- (4) Perform miscellaneous content updates and respond to noted site errors.
- (5) Generate new web pages.
- (6) Revise site layout periodically.

b) Specific role(s) reporting to this coordinator: None

4. Engineering and Fabrication Team

a) Design, maintain, and build physical assets related to IT resources.

IV. Amendments

- A. The Executive Director or Operations Leadership Team may amend this document at any time. Restructuring (including adding or deleting a department) should be proposed to the board prior to the change being made. Significant changes should be communicated to the board.