

# Orientation Booklet



## Lehigh Valley Chapter



**International Association of  
Administrative Professionals®**

**IAAP®**  
**Lehigh Valley Chapter**

**Vision** – To inspire office professionals to strive for and attain excellence.

**Mission** – To enhance Lehigh Valley Chapter office professionals' individual and collective value, image, competence, and influence as full business partners in the workplace.

**Purpose** – To provide education and set the standards of excellence recognized by the business community.

**Member Orientation Booklet**

Welcome to IAAP. Your membership will involve you in the activities and goals of the world's leading association for office professionals, with members and affiliates around the world. Your membership affords you an instant global network of peers and the tools for facing the many important issues affecting the office professional today . and in the future.

IAAP defines Administrative Professionals as individuals who are responsible for administrative tasks and coordination of information in support of an office-related environment and who are dedicated to furthering their personal and professional growth in their chosen profession.

As a member of IAAP you will have opportunities to meet with and learn from other office professionals, thereby enhancing your professional and personal growth.



# INTERNATIONAL ORGANIZATION HISTORY

IAAP started in 1942 and was known as the National Secretaries Association<sup>®</sup>. The name was changed in 1981 to Professional Secretaries International<sup>®</sup>, The Association for Office Professionals, and was again changed, this time to International Association of Administrative Professionals<sup>®</sup>, in August of 1998.

## Mission

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development

## Core Values

**Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.

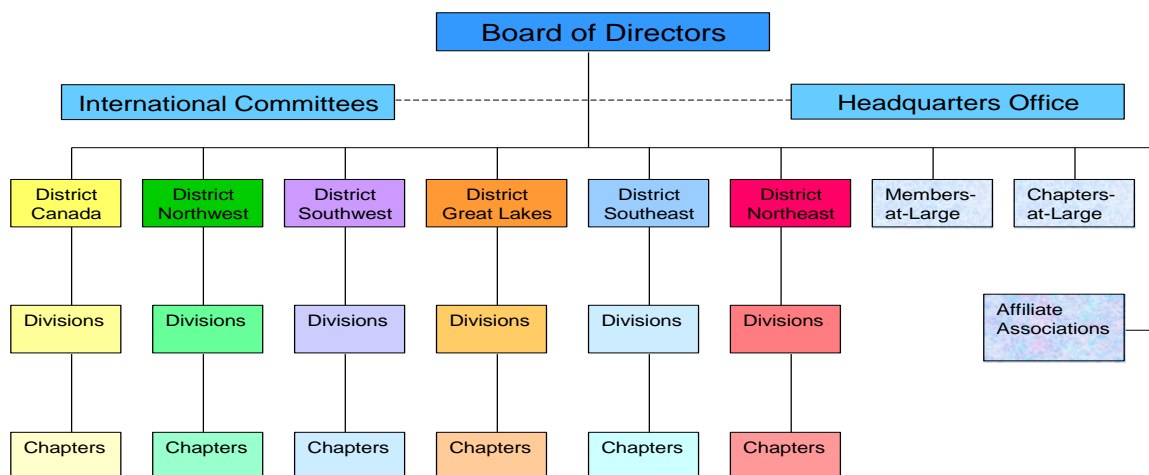
**Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness

Our International Headquarters is located in Kansas City, Missouri. The association purchased our headquarters building and leases space to other tenants. We also have our own retirement center, Vista Grande, in New Mexico.

## Association Structure International Membership



## INTERNATIONAL ORGANIZATION HISTORY

The **International** organization is made up of six districts:

Great Lakes	Northwest
Northeast	Southeast
Southwest	Canada

as well as International Chapters and Associated International Affiliates from countries as diverse as the Bahamas, the West Indies, England, Sri Lanka, Australia, New Zealand, and Russia. There are currently more than 27,900 active members who comprise approximately 600 chapters. We have an international Board of Directors and publish our own trade journal, *Office Pro*<sup>®</sup>, which you automatically receive as an IAAP<sup>®</sup> member. International holds an Education Forum and Annual Meeting (EFAM) in July of each year, and all members are eligible to attend.

The **Northeast District**, of which we are a part, is made up of divisions from Pennsylvania, New York, New Jersey, Greater New England, and Bermuda.

Our chapter is a part of the **Pennsylvania Division**, which has 19 chapters and approximately 500+ members. The Lehigh Valley Chapter is the second largest chapter in the division. Division meetings are held annually. We last hosted a Division meeting in 2003.

We also take part in the **Northeast Council**, a more informal group made up of chapters located in the northeastern part of Pennsylvania. Each chapter takes a turn hosting the event. This group gets together for a workshop every fall, and again, as with each of the above, you are welcome to attend this session.

## **LEHIGH VALLEY CHAPTER**

Lehigh Valley Chapter was chartered in April 1957. Chapter board meetings are held the Monday following our Chapter meeting. These meetings are open to all members, and you are encouraged to attend any of them.

In the past we have had student chapters at Emmaus High School and Lehigh Valley College (formerly Allentown Business School). We have members active on the advisory board of Lehigh Career and Technical Institute in the Office Technology area, and we also take part in community service projects.

We support our own certification program, the CPS<sup>®</sup> (Certified Professional Secretary<sup>®</sup>) and CAP<sup>®</sup> (Certified Administrative Professional<sup>®</sup>) ratings. A one and a half day, four-part test is administered twice a year at various locations. The CPS and CAP exams may be taken separately. The CPS exam is three parts given on the first Saturday of May and November, and the CAP exam is one part given on Friday afternoon preceding the CPS exam. We certainly encourage you to think about getting your certification. Certification is open to everyone and is not required for membership in IAAP.

Don't expect to digest all this information at once. This is only an encapsulated overview of the association. We would encourage you to become active in one or two committees as soon as possible. You will get out of IAAP pretty much what you choose to put into IAAP. If you have any questions, please speak to any officer or committee chairman, and they will try to answer them for you.

## **OFFICERS LEHIGH VALLEY CHAPTER**

*Officers assume office at the close of the Annual Meeting in June and serve for a term of one year, or until their successors are elected and take office.*

*Officers serve no more than two consecutive terms in the same office.*

*Chapter officers are obligated to uphold and represent the interests of IAAP and the profession as a whole.*

## DUTIES OF THE PRESIDENT

The formal duties of the President are described in the International Association of Administrative Professionals, Lehigh Valley Chapter Bylaws, Standing Rules and Procedures, Article III, Section 5A. A current copy of the Bylaws is available on the website in Members' Place.

A candidate for the office of President shall have served as an IAAP, Lehigh Valley Chapter officer or committee chairman for at least one full year prior to the upcoming election.

While all chapter officers shall be obligated to uphold and represent the interests of IAAP and the profession as a whole, the following duties apply to the office of President. The President shall preside at all meeting of the Chapter and the Board of Directors and shall appoint (subject to the approval of the Board of Directors) the Chairmen of all Standing and Special Committees. The President is considered a member *ex-officio* of all Committees except Audit and Nominations. The President shall call meetings of the Board of Directors as needed and conduct a special meeting (the Summer Board Meeting) with all Officers and Committee Chairmen to familiarize them with their respective duties prior to the September meeting.

The President is bonded and has authority to sign checks. The President shall inform the Division President on all matters concerning the chapter and shall keep the Division Officers informed of any correspondence with the Northeast District Director and other Division Officers.

The President should be familiar with both International and Pennsylvania Division Bylaws and Standing Rules and shall keep the chapter Bylaws Committee informed of changes that should be communicated to the membership.

The ability to communicate and motivate are characteristics that would strengthen your effectiveness in this position. You will have the opportunity to grow and stretch outside your comfort zone, in such areas as organization, negotiation, delegation and public communication. You will make life-long friends both within the chapter and throughout the organization.

The President is the Board Contact for:  
Bylaws and Standing Rules Committee  
Certification Committee  
Marketing and Publicity Committee  
Reservation Committee  
Historian

A commitment to attend all chapter and board meetings is required.

## **DUTIES OF THE VICE PRESIDENT**

The formal duties of the Vice President are described in the International Association of Administrative Professionals, Lehigh Valley Chapter Bylaws, Standing Rules and Procedures, Article III, Section 5B. A current copy of the Bylaws is available on the website in Members' Place.

The position of Vice President is largely a position of support for the President, and the office holder should be prepared to serve as presiding officer at Chapter and Board of Directors meetings in the absence of the President.

This office has been assigned the responsibility of compiling the Chapter Professional Development information (as submitted by Chapter members) and submitting it to Pennsylvania Division for consideration in the Chapter Professional Development Award.

The Vice President is the Board contact for:

- Community Service Committee
- Education/Program Committee
- Research Education Fund/Retirement Trust Fund
- Seminar/Workshop Committee
- Website Committee

A commitment to attend all chapter and board meetings is required.

## **DUTIES OF THE SECRETARY**

The formal duties of the Secretary are described in the International Association of Administrative Professionals, Lehigh Valley Chapter Bylaws, Standing Rules and Procedures, Article III, Section 5C. A current copy of the Bylaws is available on the website in Members' Place.

The Secretary is responsible for the minutes of all Chapter and Board of Directors meetings. Copies of the minutes are supplied to the Bulletin Chairman for inclusion in the monthly Bulletin.

The Secretary is required to have available at all meetings an up-to-date copy of the International Bylaws and Standing Rules, Division Bylaws, Standing Rules and Procedures, and Chapter Bylaws, Standing Rules and Procedures. Following the election of officers, the Secretary files the names and addresses of the President and Secretary with the local Chamber of Commerce and the Better Business Bureau and keeps the information current throughout the year.

This office has custody of the Chapter Charter and other official documents, orders stationery and supplies, and performs other duties as may be assigned by the President and/or Board of Directors.

The Secretary is the Board Contact for:

- IAAP Student Chapter Program Committee
- Administrative Professionals Week<sup>®</sup> Committee
- Chaplain Committee
- Scrapbook Committee

The ability to communicate is a characteristic that would strengthen your effectiveness in this position. A commitment to attend all chapter and board meetings is required.

## **DUTIES OF THE TREASURER**

The formal duties of the Treasurer are fully described in the IAAP Lehigh Valley Chapter Bylaws, Standing Rules and Procedures, Article III, Section 5D. A current copy of the Bylaws is available on the website in Members' Place.

A budget for the upcoming fiscal year is prepared and submitted for the Summer Board of Directors meeting and presented to the membership at the September Chapter Meeting.

The Treasurer is required to write checks and make deposits in a timely fashion. One or two trips to the bank per month for deposits are usually required. This position also requires reconciliation of the monthly bank statements and preparation of a written Treasurer's Report for each Board and Membership meeting. This report is published to the website, Members' Place (restricted for members only).

The current Treasurer's Report is maintained in an Excel spreadsheet and recaps income and expenses per month. Chairs and/or Co-Chairs should reconcile their activity report with the deposits and disbursements of their committee. This position is bonded and an annual audit is performed at the end of the fiscal year.

It is expected that the Treasurer commits to attend all meetings and chapter functions. Monthly reports of billing details and active membership roster received from International are sent to the Membership Committee (which includes new member recruitment and membership retention), Reservation Committee, Roster Committee, and Bulletin Committee.

The Treasurer is the Board Contact for:

- Newsletter Committee
- Membership Committee
- Roster Committee
- Ways and Means Committee
- Audit Committee

Should you choose to accept the office of Treasurer, you can expect to increase your knowledge in Excel, gain confidence in preparing forecasts and financial statements, and receive unlimited moral support and camaraderie with all IAAP members.

# **STANDING COMMITTEES LEHIGH VALLEY CHAPTER**

*Standing Committees are composed of a Chairman and as many members as necessary who shall be chosen by the chairman of the respective committee.*

*Members select which committees they would like to serve on by completing the Committee Selection Form available on the chapter website in Members' Place and submitting the completed form to any Officer or Board Member. A member may also contact the Chairman or Co-Chairman for more information about the committee.*

## **ADMINISTRATIVE PROFESSIONALS WEEK/DAY<sup>®</sup> COMMITTEE**

The APD<sup>®</sup>/APW<sup>®</sup> committee coordinates and promotes all activities for Administrative Professionals Week and our Chapter Administrative Professionals Day dinner held in April each year.

The APD dinner replaces the April general meeting. The committee is responsible for the dinner and speaker/program arrangements. They arrange a program to enable the Chapter to derive the greatest possible benefit from Administrative Professionals Week. Working with the Publicity Committee, all Administrative Professionals Week activities are publicized throughout the Lehigh Valley.

Administrative Professionals Week is the last full week of April, and Administrative Professionals Day is Wednesday of that week.

Board Contact: Secretary

## **BYLAWS AND STANDING RULES COMMITTEE**

The Chairman of this committee also serves as Parliamentarian. The Committee:

1. Shall maintain conformity in Chapter Bylaws and Standing Rules with the International Bylaws and Standing Rules and the Division Bylaws and Standing Rules. May propose amendments and resolutions to the Chapter.
2. Shall edit/correlate all proposed amendments to the Bylaws and Standing Rules of this Chapter and submit them together with the committee's recommendations and the reasons for the recommendations to the membership.
3. Shall submit Chapter Bylaws and Standing Rules and/or amendments to the Division Bylaws and Standing Rules Committee for approval as amended, should the Amendment be extremely important or lengthy, or at least every four years. They are due for review in the year 2013.
4. Shall assist the Board of Directors in preparing and submitting amendments to the International and/or Division Bylaws and Standing Rules Committee on behalf of the Chapter. Each Chapter has the right to submit proposed amendments, following the procedures in the International Bylaws.
5. Shall Assist the President of the Chapter when there is a problem in parliamentary procedure, using Robert's Rules of Order Revised as a guide.

Board Contact: President

## **CERTIFICATION COMMITTEE**

The Certification Committee's purpose is to stimulate and encourage participation in the Certified Professional Secretary<sup>®</sup> and Certified Administrative Professional<sup>®</sup> program and to help develop interest in these programs throughout the Lehigh Valley.

This Committee also directs the formation and operation of a Certification study group if requested by a sufficient number of members.

Board Contact: President

## **COMMUNITY SERVICE COMMITTEE**

This Committee leads the Chapter's activities in the field of service to the community.

The Committee chooses the project(s) for the year and arranges with appropriate agencies for our volunteerism. Announcements are made in the Newsletter and at all Chapter functions of what the current project is and what volunteer opportunities are available.

Board Contact: Vice President

## **EDUCATION/PROGRAM COMMITTEE**

The Education/Program Committee is primarily responsible for obtaining speakers, films, etc. for regular, monthly chapter meetings.

The committee will:

- Prepare a list of the new meeting year monthly chapter meeting dates/speakers for the chapter roster and website.
- When appropriate (*if a program meets the IAAP requirements to qualify for CEU credits and CPS/CAP re-certification points*), communicate with IAAP Headquarters to request and issue CEU credits and re-certification points to those attending the monthly program.
- Prepares an expense voucher for cost of CEUs, Recertification Points, and Certificates, and submits it to the Chapter Treasurer for payment to International.
- Prepare the meeting announcement/reservation form for the monthly newsletter.
- Introduce speakers and ensure that the programs run smoothly.

Participation on the Education/Program Committee affords the Chapter member the opportunity to enhance their interpersonal, meeting/event planning, negotiation, and presentation skills. The Education/Program Committee strives to further the training and development of Chapter members and provide valuable information on the current business initiatives of corporations throughout the Lehigh Valley.

The greatest challenge is providing excellent programs that appeal to all members - young or old, new or veterans - and to have fun learning.

Board Contact: Vice President

## **MARKETING AND PUBLICITY COMMITTEE**

The Marketing and Publicity Committee promotes IAAP® in the Lehigh Valley.

The committee is responsible for getting notices about Chapter meetings and special functions in local publications. They may also be contacted to speak at local events and to publicize the organization whenever possible.

The committee works with the Chapter special events committees to publicize activities.

Board Contact: President

## **MEMBERSHIP COMMITTEE**

This committee is responsible for recruiting and retaining membership. The committee also assists other committees in ways to promote, attract, follow up, and keep members interested in Chapter activities.

The committee:

- Sends information kits to prospective new members.
- Contacts Members-At-Large about transferring into the Chapter.
- Conducts the Welcoming Ceremony for new Chapter members.
- Contacts members whose dues are expiring to remind and encourage them to renew their membership.
- Prepares a monthly membership report for publication in the Newsletter and Website.
- Participates in community events to help promote the Chapter.

Board Contact: Treasurer

## **MEMBERSHIP / RESERVATIONS COMMITTEE**

Working in conjunction with the Membership and Program Committees, this committee accepts reservations and payment for each Chapter meeting; handles arrangements for all regular and special Chapter meetings, including meeting places, menus, etc. and informs the Bulletin Committee and Publicity Chairmen. This committee also provides a list of attendees to the Chapter Secretary for roll call, confirms the headcount with the hotel, and maintains a “welcome table” at each meeting to greet members and guests, accept payment, and provide receipts as requested.

Serving on either of these committees is an excellent way to get acquainted with other chapter members.

Board Contact: President

## **NEWSLETTER COMMITTEE**

The objective of the Newsletter Committee is to publish a quality newsletter that follows the guidelines set by the Lehigh Valley Chapter and Pennsylvania Division of IAAP.

The Committee electronically publishes a minimum of ten newsletters annually and sends the website link in a timely manner to members of the Lehigh Valley Chapter of IAAP, as well as Pennsylvania Division Officers and potential new members.

Each newsletter should consist of a minimum of ten pages. Content should include:

- Cover Page
- Listing of Officers
- Table of Contents
- Dinner Meeting Information
- President's Message/IAAP International News/Division News
- Lehigh Valley Chapter News which will include:
  - Minutes of General and Board Meetings
  - Announcement of new members
  - Committee Reports
- Educational and Career Articles
- Calendar of Events

Board Contact: Treasurer

## **NOMINATIONS COMMITTEE**

The Committee on Nominations directs procedures for the annual nomination and election of Chapter officers. Committee members are responsible for soliciting nominees for each of the four elected offices of the Chapter: President, Vice President, Secretary, and Treasurer; and submits the slate of one or more candidates for each office at least thirty days prior to the Annual Meeting.

A member of the committee presides over the annual election and orchestrates the installation of new officers with the incoming President.

This committee consists of a Chairman and two or more members who are elected by the membership at the February dinner meeting.

Board Contact: Vice President

## **RESEARCH & EDUCATION FOUNDATION RETIREMENT TRUST FOUNDATION COMMITTEE**

This committee promotes interest in and raises funds for the IAAP Research & Education Fund and Retirement Trust Foundation. All funds raised are split 50% to the Research & Education Fund and 50% to the Retirement Trust Foundation.

Board Contact: Vice President

## **STUDENT CHAPTER PROGRAM COMMITTEE**

The purpose of the IAAP Student Chapter Committee is to promote current and future membership in IAAP, by coordinating activities of the Student Chapter. Members of this committee work with the Advisor, who may be a faculty member or employee of the school or college hosting the student chapter, or any Lehigh Valley Chapter member. Advisor must be a Professional Member of IAAP.

Our presence, not participation, is what counts at the Student Chapter meetings. The students have an agenda and preside over their own meetings. The meetings are general meetings to inform the students of upcoming events. The individual committees meet on their own time to brainstorm and plan the activities. The Advisor is available for day-to-day student guidance.

This committee's involvement with the Student Chapter meetings is generally limited to presiding at the Officer Installation and New Member Welcomes. Our role is more of an advisory one than a work-producing one, reminding students to follow meeting protocols, ensuring quality professional activities for company visits and meeting speakers, reminding the chapter that trips must have a relation to the administrative profession and not just be social or "fun" excursions. We coordinate events between the Lehigh Valley Chapter and the Student Chapter (Scholarship, Shadow Day, and an annual invitation to attend a Lehigh Valley Chapter dinner meeting), offer suggestions to the Advisor regarding company visits and meeting presenters, and offer reminders to the Advisor regarding ideas and deadlines. Communication between the committee members and the Advisor is usually conducted by email. The Chairman writes a monthly Board/Newsletter report to update the Lehigh Valley Chapter on current Student Chapter activities and upcoming plans.

Members of the committee gain skills in *coordinating* (keeping Student Chapter notified of IAAP events and getting Student Chapter meeting/event details to write reports); *negotiating* (getting ideas into action); *networking* (getting Chapter members involved in projects); and *public speaking* (Student Chapter Office Installation, and New Member Welcome). Benefits include meeting people from different backgrounds, mentoring students, and a sense of meaningful purpose for time spent.

Board Contact: Secretary

## **WAYS AND MEANS COMMITTEE**

The Ways and Means Committee organizes and promotes fund-raising projects for the Chapter's operations. Projects may include raffles at monthly meetings, the sale of Entertainment Books, candy bars, pizzas, and other items.

The fund-raising projects support our delegate and alternate attending the PA Division Annual Meeting and the International Convention when corporate support is not available. It also supports speaker and other expenses of the Education Program Committee.

The Chairman of the committee is bonded and the premium is paid from Chapter funds.

Board Contact: Treasurer

## **WEBSITE COMMITTEE**

The Website Committee maintains the information published on our website to be sure that it is current and correct. The committee also coordinates with our website provider for improvements and upgrades to the site, and provides training in publishing documents and information to the site for our Officers, Committee Chairmen, and members.

The webmaster is to be contacted if any member has problems with the functionality of the website, for example: unable to submit your meeting reservation on-line.

Board Contact: Vice President

# **SPECIAL COMMITTEES LEHIGH VALLEY CHAPTER**

*Special Committees may be appointed by the President when deemed necessary by the Board of Directors. Our Bylaws suggest the following special committees.*

## **AUDIT COMMITTEE**

The Audit Committee is elected by the membership at the March meeting. The committee is comprised of volunteers approved by the Board of Directors and usually includes the Treasurer and President.

The formal duties of the committee are described in the International Association of Administrative professionals, Lehigh Valley Chapter Bylaws, Standing Rules and Procedures, Article VII. Section 1. A current copy of the Bylaws is available on the Chapter website under Members' Place.

The Audit Committee performs an audit of the chapter's financial records within thirty days of the close of the fiscal year (July 1 through June 30). A written report covering the audit is submitted to the Board of Directors and the records are transferred immediately to the incumbent Treasurer.

Board Contract: Treasurer

## **CHAPLAIN COMMITTEE**

The Chaplain Committee provides a moment of reflection at each Chapter meeting and at special meetings as requested by the appropriate committee chairman.

Board Contact: Secretary

## **FRIENDSHIP FUND COMMITTEE**

The purpose of the Committee is to remember Chapter members at significant milestones in their lives such as marriage, birth of a child, graduation from college, illness or death, etc. with appropriate cards or gifts. Cards are also sent to Chapter members in the event of the death of a relative. Members of the Chapter should notify any Committee member when they learn of such an event.

The Friendship Fund has been established consisting solely of contributions from Chapter members, and is not part of the Chapter treasury.

Board Contact: Vice President

## **HISTORY / SCRAPBOOK COMMITTEE**

The Historian provides a short description of Chapter activities for the past year and sends it to the Division History Chairman for placement in the Division History Book. The Historian is responsible for keeping the history book of the Chapter up to date.

The Scrapbook Committee is responsible for keeping the Chapter scrapbook up to date with pictures and articles. Some of these pictures/articles could be forwarded to the website chairman for inclusion in the Photo Gallery.

Board Contact:       Historian - President  
                              Scrapbook - Secretary

## **ROSTER COMMITTEE**

The Roster Committee is responsible for compiling a yearly printed roster from information provided by the Treasurer and Membership chairman, and for keeping the roster on the website up to date during the year. Each member can self-update address, phone, fax, etc. information on the website roster as necessary and is strongly encouraged to do so.

Board Contact: Treasurer

## **SEMINAR/WORKSHOP COMMITTEE**

The Seminar/Workshop Committee is responsible for organizing and promoting the Chapter Seminar. This is usually held the second Saturday in November and is open to the public.

The committee selects the date, appropriate location (hotel, country club, school/college facility, etc.), topic, and speaker for the seminar and applies to International for CEUs well in advance of the seminar date and submits the CEU wrap-up following the seminar; arranges the program, contacts vendors, and solicits door prizes. The committee establishes a budget and cost per person based on estimated costs for speaker fees, luncheon, facility charges, and miscellaneous expenses.

In conjunction with Marketing/Publicity, the committee advertises the seminar in all appropriate forums - newspapers, radio, mailed flyers, etc.

Following the seminar a final budget report is compiled and submitted to the Treasurer

Serving on this committee helps the individual build organizational skills as well as computer skills in creating flyers, name badges, agendas, certificates, and other program materials.

Board Contact: Vice President

## IAAP ACRONYMS

<b>APD</b>	Administrative Professionals Day
<b>APW</b>	Administrative Professionals Week
<b>B&amp;SR</b>	Bylaws and Standing Rules
<b>CAP</b>	Certified Administrative Professional
<b>CEU</b>	Continuing Education Unit
<b>CND</b>	Canada District
<b>CPS</b>	Certified Professional Secretary
<b>EFAM</b>	Education Forum and Annual Meeting
<b>GLD</b>	Great Lakes District
<b>IAAP</b>	International Association of Administrative Professionals
<b>IC</b>	Institute for Certification
<b>NEC</b>	Northeast Council (PA Division)
<b>NED</b>	Northeast District
<b>NWD</b>	Northwest District
<b>PEC</b>	Professional Education Conference
<b>RP</b>	Registered Parliamentarian
<b>PRP</b>	Professional Registered Parliamentarian
<b>PIP</b>	Past International President
<b>R&amp;E</b>	Research and Educational Foundation
<b>RTF</b>	Retirement Trust Foundation
<b>RTFC</b>	Retirement Trust Foundation Committee
<b>SED</b>	Southeast District
<b>SWD</b>	Southwest District