

BCA BOD Minutes 12/1 – 12/31-2018

Note from Secretary Jack Welch; The following minutes are created from our emails to the BOD by the BOD members. You will note that there are two different discussions going on here. I had to have some method of organizing them, so I chose to do it by date. Another method may have been to do it by discussion, as we had overlapping discussions. I am open to either scenario, but since we have used a date based flow before, I have chosen to do that here.

12/3/2018 Melinda Bullock sends an application for the Office Manager Position.

12/4/2018 Jack offers to create a score sheet to assist in evaluating applicants for the Office Position . He files a motion to approve this. John Steed seconds this motion.

12/4/2018 Discussion follows Jack's motion to provide a score sheet. President Alan call for a vote, John Steed votes yes. Jack votes yes .There are no other votes. (The motion was ignored)

12/4/2019 Questions were presented by Larry S and Ed to forward to the BCA office about the job description. Questions about hours of operation going forward were also presented by various BOD members.

12/4/2019 President Alan I have one point to add to the discussion. Let's also make room for the "soft skills" that are needed in our next office manager. I believe there is more than one applicant who may be quite capable of handling our database needs.

But the other important part of the office manager position is interacting with our membership, via calls and emails - answering all sorts of questions from helping them find parts for their vintage Buick to database mining to assist in recruiting for our local and regional car shows.. For example, last year for the Heartland Regional, I wanted to know how many station wagons were registered in the Heartland Region - Mike and Nancy had that answer to me in short order, and I was able to send out personalized invitations to all of those people, many of whom showed up in their wagon for the meet.

Mike and Nancy do many, many things that are not contained in a job description that are the people-skill part of the job - we do not want to lose that in transitioning to the next office manager.

Talking about the models for customer services: think about how satisfying it is to call a company and have a real person answer the phone who will take your problem seriously and work with you to solve it. That has been, and should continue to be, an important part of the Office Manager job. In many ways, the office manager is the face of the BCA. We must consider which of our applicants can be a friendly, welcoming, and helpful face.

12/5/2019 Jack: The ads we placed were for "Interested parties" to send proposals. We are sort of wandering off course. I think we have to evaluate all candidates based on the criteria we established in our RFQ. The BOD has already approved that RFQ, and that is the reason that I have moved that we establish a form based on the points of our RFQ only to make our decision. We have a second on that motion, so it would be

helpful if we had discussion based on that motion . If we narrow this down to a couple of candidates, there is no reason we can not send out a secondary questionnaire to those candidates at that point.

12/5/2019. Discussion changes to audit related questions

12/5/2019 President Alan asks the BOD for their "take" on the audit proposal we have received..

Bill Stoneberg and John Steed think the quotes are too high and unresponsive to our RFQ.

Jack Welch : On the surface HBK seems to be providing what we asked for, but having said that. Sam not clear that they totally understand what we are asking for. It appears to me that they may think we want to have them do a one year audit and follow it up for 6 more years for a 7 year total. I can not understand why they would be mentioning a forensic audit every year, with just a one thousand dollar a year difference. Both firms that responded to our RFQ with a proposal had more " boiler plate" and BS then substance. Plante Moran certainly is not inexpensive, and they are focusing on criminal intent. Hard to believe we should spend money on that when the issue is that the Club is gaining money instead of it disappearing. Overall, I would like us to get additional quotes that are not based on a forensic audit, based on the pricing we are seeing.

12/7/2018 Bill Stoneberg presents the OCT 2018 financial recap.

Terry inquires about the data on the National Meet

Bill said , it was sent out in August and attaches a second copy

12/14/2018 President Alan send the following list of candidates to the Office position to the BOD:

List of applicants for BCA office manager

Applications received:

Paul Bergstrom

Melinda Bullock

Brian and Kim Clark

Cornerstone

Peter Gariepy

Jeffrey Knapp

Tom Parker

Sloan Museum

Charles Steffy

Pending?

Doug Seybold

Gonzo Terry

12/14/2018 An application is received from the Sloan Museum for the Office Manager position.

12/14/2018 Various emails were exchanged by BOD members discussing the issues of outsourcing the Club Office VS keeping it as a individual run entity

12/15/2018 President Alan issues the following guidelines for selection of Office management staff :

Guidelines

- **Responsiveness to member calls, emails, and inquiries; knowing that many will not be “cut and dried”. Ability to offer a friendly, knowledgeable “face” of the BCA to membership**
- **Cost effectiveness**
- **Capability to provide office, clerical, and membership services, as outlined in our RFQ**
- **Interested in, capable, and knowledgeable to assist at National meets**
- **Will work well with the Books in effecting the transition**

12/15/2018 Bill sent a cost spreadsheet to the BOD with breakdowns for Cornerstone Registration Limited.

12/15/2018 Letter of recommendation received from Karen and Ed Bernard recommending the Clarks for the Office Manager Position.

12/15/2018 Notice received from Doug Seybold withdrawing his request to be considered for Office Manager Position.

12/15/2108 Proposal received from Gonzo Terry for Office Manager Position.

12/15/2018 Proposal received from Aline and Steve Rostam for Office Manager position.

12/16 / 2018 President Alan issues the following: Please send any questions you have for Brian and Kim Clark, and Cornerstone to me by Tuesday. I will assemble them, shoot them back to everyone for confirmation that I have captured them correctly, and I will forward them to our two finalists.

12/16/2018 BOD receives a letter of recommendation from Rich Gibbs for The Clarks to be used as BCA office managers

12/16/2018 BOD receives a letter of recommendation from Chuck Kerls for the Clarks to be used as BCA Office managers.

12/16/2019 John Steed prepares a list of questions for the final candidates for the BCA office manager position, as follows: The following is my list of questions for our final two applicants for BCA office manager. One of my main concerns is that we do not hire someone that will not do some of the functions that the Book's have done in the past.

Issue: BOD members have received several complaints about the phone not being answered or calls not being returned when messages are left. The BOD expects that our members calls will be answered or returned during posted hours on a daily basis by a knowledgeable person.

Questions for the Clarks: Brian has stated that he doesn't like talking on the phone. Our membership is older and many members prefer using the phone to communicate. How will you deal with not liking to use the phone? At what times will you be able to answer and return phone calls and emails? Will you publish office hours when members can expect to reach a knowledgeable person?

Questions for Cornerstone: How will you learn the answers to questions BCA members will probably ask? Will you have a dedicated staff member to answer BCA member's questions? At what times will you be able to answer and return phone calls and emails? Will you publish office hours when members can expect to reach a knowledgeable person?

Issue: The Books provided a valuable service to the BCA in purchasing our awards and arranging them for presentation at our awards banquet. Do you have experience in this job function? If not how will you learn what needs to be done?

Issue: Answering members questions. Members expect to talk to a knowledgeable person when they call our office. There seems to be two areas of concerns that members call our office about. First they want information concerning the BCA and how we function, our shows, membership, and what we offer members. Second they

want information about their Buick and how to find this information or part they are needing. How are you equipped to answer these questions?

Issue: The Books facilitate the election of BOD officers as the final action item at our BOD meeting at our National Meet. Are you equipped to handle this parliamentary function of the BCA office?

Issue: The BCA often has various items that we need done that we cannot enumerate at this time. Will you be willing to take on these functions? How will the costs of these functions be determined.

12/18/2018 Letter of support received form Bruce & Shar Kile for support of the Clarks as office managers

Letter of support also received from John DiFore for the Clarks

12/20/ 2018. Letter of support received from Jeff McConnaughey for the Clarks

12/31/2018 Letter of support received from Melanie Mauser for the Clarks

**BUICK CLUB OF AMERICA
MOTION RESULTS**

Date Published : 12/5/2019			File #: 2018-2019-12		
Motion	Create a selection process for new Office Manager Position				
By:	Jack Welch		2nd:	John Steed	
Discussion notes:					

VOTING	YES	NO	Abstain (ABS) / No Vote Cast (NVC)	Date Voting Opened 12/5/2019
Alan Oldfield Pres.				Date voting Closed 12/5/2019
Edward De Pouli			X	
Larry DiBarry			X	
Robert Safrit			X	

Roberta Vasilow			X	
Terry Wiegand			X	
Larry Schramm			X	
John Steed	X			
Jack Welch	X			
? -C.Judge				Judging Issues Only
Bill Stoneberg-CFO				Financial Issues Only

Jack Welch: Recording Secretary