

VETERANS MEMORIAL CENTER, INC.

BREVARD VETERANS COUNCIL, INC.

**Department and Committee
Descriptions**

November 7, 2018

Document Revision History

Date	Details of Change
November 7, 2018	All descriptions created and approved by BVC and VMC Boards of Directors

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1.0 Purpose

The purpose of these department and committee descriptions is to clearly articulate the scope and organization and responsibilities for work performed by paid and volunteer staff for the Veterans Memorial Center, Inc. and the Brevard Veterans Council, Inc. The descriptions were created by each of the departments or committees and reviewed / revised by the Governance Committee to ensure consistency, no overlap in responsibilities, adherence to the mission of the organizations, and broad agreement on the scope of effort in each area. The Governance Committee maintains the master version in this document and is responsible for initiating necessary changes, reviewing requested changes, and presenting changes to the boards for approval. Each description also notes the last time that description was updated.

2.0 Organization

The Veterans Memorial Center (VMC) and the Brevard Veterans Council (BVC) work together to accomplish certain common activities and provide the organizational and physical infrastructure to meet the missions of both organizations. The committees that support this work are termed Joint Committees and are overseen by both boards of directors. Other activities are performed in support of unique goals within each organization and are overseen by their respective boards.

BVC only has committees, but VMC is organized into both committees and departments. VMC departments manage the physical assets of the Center, including operating the entire facility and managing the common and rental spaces, the museum, the library, the memorial plaza, and the park.

3.0 JOINT COMMITTEES

3.1 Finance Committee

Last updated 9/29/18

Description

The Finance Committee serves both BVC and VMC. They provide financial oversight and are responsible for monitoring and communicating to the board about each organization's overall financial health, including budgeting and financial planning, financial reporting, and the creation and monitoring of internal controls and accountability policies.

Specific responsibilities include:

1. Overseeing financial planning/budgeting and helping set long range financial goals
2. Monitoring adherence to the budget and anticipating financial problems
3. Drafting organizational financial policies and monitoring compliance

4. Ensuring timely, accurate, and user-friendly financial reports are provided and explained to the board
5. Overseeing financial record keeping and ensuring all legal reporting requirements are met
6. Ensuring that organizational assets are protected

Composition

The Finance Committee is led by the Treasurer and has a minimum of four (4) other members, the number to be determined by the Treasurer. They will be appointed by the Treasurer, approved by the Chairman and President and will serve a one (1) year term.

3.2 Governance Committee

Last updated 10/5/18

Description

The Governance Committee serves both BVC and VMC and is responsible for ongoing review and recommendations to enhance the quality and future viability of both Boards of Directors and the performance of both organizations. The governance committee serves as the "conscience of the board".

Specific responsibilities include:

1. Maintaining the by-laws of the organization and recommending changes to the board, as needed.
2. Overseeing adherence to the mission, bylaws, and policies to assure that the board and the organization fulfill their legal and moral obligations.
3. Developing other documents, procedures or policies to assist in the governance of the organization.
4. Evaluating and recommending changes to the organizational structure to improve performance and communications, including documentation of committee and individual job descriptions.
5. Preparing priorities for Board composition and assisting with recruiting, training and retaining board members.
6. Evaluating board and organizational performance and recommending improvements.
7. Recommending a slate of officers and directors to the Board each year.

Composition

The Governance Committee is composed of the BVC/VMC officers and a cross-section of board members who focus in different areas of the organization. The Officers will appoint the Chair and assign other board members to serve on the committee, adjusting the size of the group to optimize performance.

3.3 Public Affairs Committee

Last updated 9/29/18

Description

The Public Affairs Committee (PAC) serves both BVC and VMC and is responsible for public outreach and providing / coordinating any information given to the media. The Public Relations Committee lead, the BVC Chairman and the VMC President are the main Public Relations liaisons for BVC and VMC, augmented by other committee members, as designated.

Specific responsibilities include:

1. Participate in events outside VMC (table with information about BVC/VMC) where there is a good opportunity to raise public awareness of BVC and VMC. Maintain a calendar that has dates and locations for veteran-related events throughout Brevard County.
2. Improve Public awareness and communications through media outlets, etc.
3. Attend meetings with other government, civic and veteran's organization to get information and promote BVC and VMC.
4. Create, maintain, and distribute advertising for all BVC and VMC areas, i.e. handouts, ads, maps, etc.
5. Develop and keep updated Points of Contacts with multiple media outlets.

Composition

The Public Affairs Committee (PAC) is composed of the committee lead, the BVC Chairman, the VMC President and a cross-section of board members who focus in different areas of the organization. The Officers will appoint the Chair who will then assign other committee members, with concurrence of the Officers.

3.4 Fundraising Committee

Last updated 9/26/18

Description

The Fundraising Committee serves both BVC and VMC, with the bulk of the funds raised going to the VMC for operations and programs. The primary focus is on outreach to corporations, businesses, organizations and individuals who have a track record of supporting 501c3 groups, especially veterans organizations. The objective of the Fundraising Committee is to identify sources and obtain funds to meet annual budget requirements or support special projects that may develop during the year.

Specific responsibilities include:

1. Identifying funding sources and amounts necessary to meet current and future budget needs and validating fundraising expectations during the annual budget process.
2. Evaluating fundraising progress against the budget and adjusting the approach throughout the year.
3. Working with VMC and BVC Leaders to prioritize special projects and identify the best sources to obtain funds to accomplish the projects, hold special events, etc.
4. Expanding a network of contacts and potential leads to create rather than wait for relationships that might lead to financial support.
5. Preparing grant requests appropriate to individual organizations and philanthropic entities after cultivating personal connections in order to optimize success.
6. Evaluating and recommending options to the Public Affairs Committee for outreach and leveraging media or other partners to call attention to financial needs.
7. Reporting periodically to the Board about progress.
8. Developing new ideas for raising funds using past experience and innovative ideas from BVC/VMC members.

Composition

The Fundraising Committee is composed of at least one of the BVC/VMC elected officers and three other Board Directors or Fundraising-experienced members. The Officers will appoint the Chair who will then assign other committee members, with concurrence of the Officers.

3.5 Social Media/Courier Committee

Last updated 9/29/18

Description

The Social Media and Courier Committee (SMCC) serves both the BVC and VMC and is responsible for ongoing review and improvements to enhance the VMC Website, Facebook Page and the Monthly Courier Publication.

Specific responsibilities include:

1. Maintaining, updating and upgrading the VMC website.
2. Maintaining and updating the VMC Facebook page.
3. Identifying and defining regular updates needed to the content of the website and Facebook pages.
4. Developing and updating from time to time a list of key contacts to be sent monthly paper copies of the Courier.
5. Creating a monthly Courier newsletter, sending all members and designated others copies of it either via electronic dissemination or in mailed, print copy.

6. Working with all Courier contributors to obtain timely and impactful inputs to make the Courier and website/Facebook pages the most interesting and up to date outreach media possible.
7. Working with the Public Affairs Committee to find ways to better disseminate the Courier as well as Facebook posts to the community including other veteran organizations and the general public.
8. Coordinating with outside organizations planning major events at the VMC or Park to increase publicity and support for an approved event through the Courier and social media.

Composition

The SMCC is composed of a Chair and other members with the skills to utilize the required technology. The Officers will appoint the Chair who will then assign other committee members, with concurrence of the Officers.

4.0 BVC-ONLY COMMITTEES

4.1 Membership Committee

Last updated 9/30/18

Description

The Membership Committee is responsible for processing all membership applications, maintaining the membership database and ensuring compliance as an IRS-designated 501(c)19 veterans organization.

Specific responsibilities include:

1. Updating and distributing membership applications, ensuring copies are readily available throughout the VMC and on the website
2. Accepting and verifying accurate completion of membership applications, including correct information, payment, and verification of eligibility for active duty or veteran status
3. Bringing all verified applications to the BVC board and general membership meetings for voting
4. Updating the database for all new members and maintaining the information for existing members
5. Providing the names of all new members to the Courier editor for inclusion in the next issue
6. Providing membership cards to all new members and existing members, upon request
7. Periodically verifying the percentages of each type of membership against the requirements of IRS code for 501(c)19 veterans organizations.

8. Verifying new member's ability to receive the Courier electronically or by mail and notifying the Courier Editor accordingly.

Composition

The Membership Committee is composed of a chairman and at least one other Board Member, both of whom must have the ability to maintain the membership database. The Officers will appoint the Chair who will then assign other committee members, with concurrence of the Officers.

4.2 Scholarship Committee

Last updated 10/5/18

Description

The Scholarship Committee creates guidelines and selection criteria, advertises availability, determines funding amounts and provides scholarships to veterans (and the close relations of veterans) to assist with the costs of higher education. The dollar amount of scholarships is dependent on the total amount of funds donated to the Veteran's Center during the year specifically for that purpose.

Specific responsibilities include:

1. Updating the application form each year to correctly represent the current school year and establishing the submission deadline
2. Reviewing and revising selection criteria
3. Establishing the amount and number of scholarships to be awarded based on available funds
4. Advertising and making the applications readily available at the Veteran's Center and online for all who are interested in applying
5. Reviewing submitted applications for completeness and eligibility
6. Selecting and notifying scholarship recipients
7. Providing all required information to the Treasurer for each recipient in order for the checks to be written
8. Presenting scholarships to recipients at the designated Membership meeting

Composition

The Scholarship Committee is composed of a Chair and 2 other members. The Officers will appoint the Chair who will then assign other committee members, with concurrence of the Officers.

4.3 Cemetery Support Committee

Last updated 9/26/18

Description

The Cemetery Support Committee works on behalf of the BVC and is responsible for working with the VA Cape Canaveral National Cemetery (CCNC) in Scottsmeer; the original Brevard Veterans Memorial Cemetery in Titusville; any special projects involving local cemeteries and veterans buried there whose remains deserve honor: and the national Missing in America Project - FL (MIAP-FL) which seeks to identify and provide a dignified burial ceremony at CCNC for veterans whose cremains were abandoned in funeral homes in our area.

Specific responsibilities include:

1. CCNC: Supply at least one volunteer to be a member of the CCNC Support Committee to serve as BVC liaison. Coordinate CCNC ceremonies to deconflict when possible and provide support via volunteers as appropriate. Coordinate with DAV and CCNC to support members and visitors in need of information about CCNC.
2. Titusville Cemetery: Coordinate with Friends of the Cemetery based in Titusville as needed to maintain the original Veterans Cemetery in the County once the full rebuild is completed. Maintain and update historical records of that cemetery which was the scene of meetings which created the BVC in 1978.
3. Special Cemetery Support Actions: Survey local cemeteries where veterans may be buried without recognition to provide flags or wreaths as appropriate, undertake maintenance projects, etc. Take action to improve the status of selected individual veterans buried in obscurity with proper honors as possible.
4. MIAP-FL: Provide a County wide liaison position to support MIAP-FL research and ceremonies at CCNC. Create and engage a team of at least five volunteers to conduct funeral home visits and research to identify and select abandoned veteran and veteran spouse cremains to be buried. Support MIAP-FL and the CCNC to hold 3-4 ceremonies per year at CCNC to provide a dignified final resting place for those veterans.

Composition

The Cemetery Support Committee will be co-chaired by a BVC Board Member and the Chaplain. The Committee is composed of at least 5 MIAP volunteers and others in the BVC/VMC who focus in different areas of the organization. The Officers will appoint the Chair who will then assign other committee members, with concurrence of the Officers.

4.4 Veterans Outreach Committee

Last updated 10/3/18

Description

The Veterans Outreach Committee is intended to connect with BVC/VMC members and other veterans in the community who are in health-related stress and/or their families in the event of death. The Committee operates as part of the Brevard Veterans Council.

Specific responsibilities include:

1. Educating the veterans and their families regarding the benefits available from the VA, DOD, Brevard Veterans Memorial Center and many other organizations.
2. Visiting members and other veterans and their families in need of emotional or spiritual support due to illness, hospitalization, or death.
3. Providing personal support in time of need due to illness, hospitalization or death.
4. Notifying the board and others of members and other veterans in need of support, and coordinating additional volunteers or specific actions to help, if needed
5. Coordinating Celebration of Life services to be held at VMC
6. Reaching out in general to veterans in vulnerable situations, such as nursing homes, to let them know the support available from various government and private organizations, including VMC and the DAV
7. Sending get well cards signed by members to veterans who are seriously ill or hospitalized.
8. Keeping Center leadership informed of major illnesses or deaths in our veteran community.

Composition

The Veterans Outreach Committee is chaired by the BVC/VMC Chaplain. The Chaplain will assign other committee members, with concurrence of the Officers.

5.0 VMC-ONLY COMMITTEES

5.1 Events Committee

Last updated 9/27/18

Description

The Events Committee is responsible for recommending, planning, publicizing and staging special events at the VMC, with the assistance of additional volunteers for each event. The committee will also be the front-line partner of other organizations seeking to hold major functions at the Center and Veterans Memorial Park.

Specific responsibilities include:

1. Creating and maintaining an annual calendar of planned VMC events.
2. Planning for each approved event several months ahead, including designating one Committee member as Chair or Co-Chair, recruiting additional volunteers to help and communicating plans to management and staff.
3. Providing advertising, media coverage and detailed programing with advance fliers and programs to be handed out at the event.
4. Evaluating and recommending to the VMC leadership and Board whether to partner with organizations outside the VMC as soon as possible when new ideas surface. (Donn – is this the front-line partner concept from the first paragraph? I can't tell for sure. If not, maybe make the intent more clear here and add a bullet about the other?)
5. Reaching out to the community, emphasizing youth group engagement and support when possible in coordination with the Youth Activities Committee. Outreach to include lining up guest speakers, identifying support options and maximizing chances for high attendance and success.
6. Working with the Finance Committee to establish any budget requirements as soon as possible and deciding whether to charge for outside events in the absence of available funds.
7. Making recommendations to the VMC Board whether to conduct initial events then continue them in subsequent years.
8. Providing After Action Reports to improve the individual events in subsequent years.

Composition

The Events Committee will include a Chairman and approximately 5 other members, rotating and expanding the numbers on sub-committees for individual events. The Officers will appoint the Chair who will then assign other committee members, with concurrence of the Officers.

5.2 Education and Speakers Committee

Last updated 9/29/18

Description

The Education and Speakers Committee is responsible for coordinating the VMC portion of the Brevard Veterans Back to Class/ Joe Foss Institute (VBC/JFI) program with MOAACC. It also recruits and tracks BVC/VMC members to undertake speaking roles at the VMC and in the community. It coordinates with VMC Leadership, departments and committees on establishing and improving educational and speaker programs throughout the VMC, and assisting with implementation, as needed.

Specific responsibilities include:

1. Maintaining a roster of members who wish to speak outside the Center and fill requests when made for such speakers in the community
2. Recruiting and training certified members of the Brevard VBC/JFI Program in coordination with the MOAACC and Brevard County Schools.
3. Developing contacts among public, private, and home school groups in the county to leverage teachers and administrators to request our veteran volunteers to give class size or larger talks in the schools as a means to help youth realize what veterans have done while reinforcing civic values.
4. Coordinating with the VMC Leadership and the Events Committee to attract visiting and qualified speakers to support special events or guest lectures open to members and the public.
5. Working with the Museum Department to define and support educational opportunities by facilitating school field trips, fund raising for computer-based programs for the museum, etc.
6. Working with the Library Department to develop and implement both educational and speaker programs in the Library.

Composition

The Education and Speakers Committee is composed of one or two co-chairs and at least one other Board Member. The Officers will appoint the Chair(s) who will then assign other committee members, with concurrence of the Officers.

5.3 Veterans History Project Committee

Last updated 9/29/18

Description

The Veterans History Project (VHP) committee recruits participants and records interviews with veterans and Gold Star Families in all war or peacetime experiences, in partnership with the American Red Cross and the Library of Congress' own Veterans History Project. A copy of each interview is given to each participant, archived in the VMC Library and sent to the Library of Congress.

Specific responsibilities include:

1. Staging video interviews in the Library or private residences when veterans cannot visit the Center
2. Distributing DVDs to the VMC Library and the veteran/family and electronically to the Library of Congress.
3. Cataloging all DVDs for ready access for research and back up in case the families for veterans who participated lose their copies.

4. Taking training as needed from the Library of Congress Office in Tampa to maintain certification.
5. Spreading information about the project within the Museum and Library, retirement centers and other locations to increase participation.

Composition

The VHP Committee is composed of a Chair and optimally 5 other members. The Officers will appoint the Chair who will then assign other committee members, with concurrence of the Officers.

5.4 Youth Activities Committee

Last updated 10/3/18

Description

The Youth Activities Committee reaches out to a wide range of area youth to support veteran-related programs and to engage young people in the programs and educational experiences in our Museum, Library and other programs.

Specific responsibilities include:

1. Linking up with all 17 High School JROTC Units, three Sea Cadets and two Civil Air Patrols in Brevard for the purpose of encouraging visits and support to the VMC.
2. Developing an annual “color guard” schedule from the above organizations for the purpose of supporting the monthly BVC/VMC membership meetings and special events.
3. Regularly communicating with Boy and Girl scout organizations for museum visits, day camps, campouts, Eagle Scout projects, clean-up & maintenance projects and miscellaneous support during VMC sponsored special events.
4. Advertising educational opportunities to all public, private and homeschooling groups in the county, including museum tours, interactive learning, scavenger hunts, as well as research opportunities in our library, including the Veteran’s History Project.
5. Supporting Museum Docents and others when hosting youth group visits.
6. Supporting the USNSCC (Sea Cadets) Courageous Division (i.e. currently home-based at the VMC).
7. Examining options to develop additional youth activities in the Veterans Memorial Park, ranging from cross country meets, specialized outdoor youth events (e.g. fishing & camping) and the possible development of a Ranger Challenge Course to support JROTC units.

Composition

The Youth Activities Committee is composed of two co-chairs and at least one other Board Member. The Officers will appoint the Chair(s) who will then assign other committee members, with concurrence of the Officers.

6.0 VMC DEPARTMENTS

6.1 Operations Department

Last updated 10/5/18

Overview

The VMC Operations Department is responsible for the efficient and effective operation of the Veterans Memorial Center facilities, including the main building, the museum building, the plaza, grounds surrounding the Center, and the park. The primary focus is on security, cleanliness, availability, facility rentals, and cost-effective operations. The Operations Department also dispenses financial and other assistance to needy veterans, when funding is available.

Operations Director

The Operations Director has overall responsibility for the operation of all VMC facilities. The Operations Director reports to the VMC President for daily operations.

DUTIES:

- Establish and operate in accordance with the annual Operations Department budget
- Establish operations policies and procedures and train staff accordingly
- Ensure all facilities are maintained in an operational condition in a cost-effective manner
- Coordinate with the Brevard County Parks and Recreation Department to perform required maintenance and repair for the facilities and grounds maintenance
- Establish and maintain a system for renting Center and Park venues for one-time use, recurring use, and special events, including establishing fees (with the VMC President and Treasurer), executing contracts, receiving fees and transferring payments to the Treasurer, assigning staff to support the event, and ensuring the rented venues are returned to their operational state following the rental
- Select and train the Security Manager to perform designated duties, including acting as backup to the Operations Director
- Coordinate volunteers and community service workers assigned to custodial work, and track hours worked
- Coordinate with EFSC, AARP and RSVP to engage, train, supervise and track hours for assigned personnel
- Establish and maintain a process for receipt and control of donated items
- Interview, qualify and document veterans in need of financial assistance and

- coordinate payment through the VMC Treasurer
- Maintain accurate and timely written records for all activities, including rentals, petty cash, operations purchases, donated items, veterans assistance, County maintenance work, and deliver these records to the VMC Treasurer and President on an agreed-to schedule.
- Ensure operations volunteers are properly trained, recognized and appreciated

Security Manager

The Security Manager is responsible for ensuring the safety of all visitors, staff, and volunteers as well as the protection of the buildings and grounds. The Security Manager also assist the Operations Director with any other assigned tasks.

DUTIES:

- Establish and maintain a security system to protect the Center from unauthorized trespass or removal of Center property and assets
- Establish and maintain a fire detection system in accordance with state and local fire regulations
- Recruit, select, schedule and train volunteers for the Manager on Duty (MOD) position
- Provide security training for the MOD and all others authorized to control access to the Center
- Assist Operations Director volunteers and community service workers assigned to custodial work
- Serve as backup to the Operations Director

Custodial Staff

The Custodial Staff cares for the building and grounds, keeping them in a state to welcome visitors to a pleasing and operational environment. Custodial Staff includes paid staff, community service workers, and other volunteers who work as a team to maintain the facility.

DUTIES:

- Maintain the facility and grounds in a constant state of neatness, cleanliness, and orderliness
- Safely operate and maintain the golf cart(s), with appropriate storage
- Maintain sheds in a clean and orderly state
- Report issues in a timely manner to the Operations Director, Security Manager or MOD, as appropriate

Manager on Duty

The Manager on Duty primarily greets visitors, answers questions, monitors security cameras, operates the copy machine for staff, and accepts donated items. They are composed of volunteers with an interest in working in the office, who have been vetted, trained and scheduled by the Security Manager.

DUTIES:

- Open or close the facility each day in accordance with the schedule needs, coordinating with museum and library staff.
- Greet visitors, provide information and answer questions
- Monitor security cameras and enforce the policies and rules of the Center with visitors and staff
- Operate and maintain the copier, as requested by staff
- Accept donated items in accordance with the Operations policy and processes and accept museum and library donations only in the absence of museum or library staff and in accordance with their associated policies and processes. Place donations (not library or museum) in donation shed.
- Accept donated cell phones and eyeglasses for proper disposition
- Keep abreast of changes in operations processes and procedures
- Pass on visitor requests or comments, if needed
- Offer improvement suggestions to the Security Manager and Operations Director
- Notify the Security Manager in a timely manner of any personal schedule changes

6.2 Museum Department

Last updated 10/3/18

Overview

The Veterans Memorial Center Museum collects, preserves and displays artifacts of the military history of the United States, with special emphasis on Brevard County veterans, in order to educate the community and inspire present and future generations with the military's service and sacrifice.

Curator

The Curator is the Museum Department Lead and is specifically responsible for the care, interpretation and exhibition of museum artifacts as well as the development and presentation of educational programs. The Curator is appointed by the VMC Executive Committee and serves as a voting member of the VMC Board of Directors. The Curator reports to the VMC President for daily operations.

DUTIES:

- Define and operate in accordance with the annual Museum Department budget
- Establish museum policies and procedures, in collaboration with the Collections Manager
- Maintain and improve the museum building and displays
- Ensure new and existing artifacts are properly exhibited
- Ensure artifacts are preserved and protected, both on display and in storage
- Develop and improve educational programs, including pamphlets, interactive displays, scavenger hunts, and docent tours appropriately tailored to visitor

- demographics
- Ensure museum volunteers are properly recognized and appreciated
- Ensure the museum meets ATF requirements for firearms display
- Coordinate with Plaza Chairman to submit annual reports to the government on loaned artifacts
- Serve as backup to the Collections Manager

Collections Manager

The Collections Manager is responsible for maintaining and implementing the Collections Policy, including development and execution of supporting procedures to control, catalog, research, document and disposition museum artifacts.

DUTIES:

- Develop and maintain a Collections Policy and monitor compliance
- Evaluate potential artifact donations and catalog those that are accepted, ensuring the database is kept current
- Research artifact histories/uses and provide artifact labels throughout the museum
- Disposition and remove artifacts from the collection that are no longer needed
- Coordinate incoming and outgoing artifact loans with other institutions
- Ensure artifacts in storage are properly documented and managed
- Serve as backup to the Curator

Museum Staff

Additional Museum Department staff assist the Curator and Collections Manager in many areas throughout the museum.

DUTIES:

- Recruit, vet, train and schedule museum docents
- Assist the Collections Manager with cataloging, researching and labeling artifacts
- Assist the Curator with maintaining and preserving artifacts
- Create new artifact displays and assist with other special projects, as needed

Docents

The main role of Docents is to greet visitors coming into the museum and make them feel welcome. They provide an orientation to the museum layout and answer questions. They are composed of volunteers with an interest in working in the museum, who have been vetted, trained and scheduled by the Docent Scheduler.

DUTIES:

- Work with the store volunteer to open, close and monitor the Museum daily
- Greet visitors, provide an orientation to the museum, answer questions and redirect visitors to DAV, library and operations, as needed
- Assist with tours of large groups
- Enforce the policies and rules of the museum to ensure the artifacts are protected
- Accept new artifact donations in accordance with museum policy and processes

- Provide backup for the store volunteer by running the cash register (if trained) or accepting exact change for purchases, for short periods as needed
- Keep abreast of changes in museum processes and procedures
- Pass on customer requests or comments, if needed
- Offer improvement suggestions to the Curator and Collections Manager
- Help maintain the cleanliness and neatness of the museum
- Notify the docent scheduler in a timely manner of any personal schedule changes

6.3 Veterans Sales Store Department

Last updated 10/1/18

Overview

The Veterans Sales Store sells military and VMC-related memorabilia to members and to the public. It operates as an “independent” entity under the VMC umbrella. The store maintains its own checking account, separate from any other VMC transactions. The store provides operating cash to the VMC from a percentage of the profits of its sales as determined by the Store Supervisor.

Store Supervisor

This person is responsible for overall operation of the store. This person is NOT an authorized signer on the store checking account to avoid a conflict of interest. The Store Supervisor is appointed by the VMC officers and serves as a voting member of the VMC Board of Directors. The Store Supervisor reports to the VMC President for daily operations.

DUTIES:

- Maintain General Ledger for the store
- Ensure that a sufficient balance is maintained to cover operations
- Act as the main contact point for store vendors
- Ensure that Store Manager maintains sufficient inventory
- Review volunteer applications for the store
- Establish store policies and procedures

Store Manager

This person is responsible for the day-to-day operation of the store. This person is one of three allowed (also the Treasurer and the President) to sign checks from the store account. The Store Manager is selected and approved by the VMC officers.

DUTIES:

- Place inventory orders as needed
- Schedule volunteers to work
- Ensure volunteers are trained and kept apprised of changes to policies and procedures
- Pay for invoices using store debit card

- Serve as backup to the Store Supervisor

Store Volunteers

Store volunteers are responsible for running the store every day and making sales. They are composed of volunteers with an interest in working the store, who have been vetted by the Store Supervisor and scheduled by the Store Manager.

DUTIES:

- Open, close and do transactions on the Square System
- Receive, process and price vendor orders (shipments)
- Answer the phone and take messages.
- Keep the store inventory neat and organized (such as folding shirts, etc)
- Pass on customer requests or comments
- Provide backup for the museum docent by greeting visitors for short periods as needed
- Open or close the facility as needed

6.4 Library Department

Last updated 10/3/18

Overview

The Veterans Memorial Center Library collects, catalogs, organizes and maintains books and DVDs pertaining to the military history of the United States, as well as a few other select fields, such as Space. The library provides an environment for members and visitor to enjoy the collection, the contemplative space and hold small meetings. The collection items are available for checkout.

Librarian

The Librarian is the overall manager of the collection. The Librarian is appointed by the VMC Executive Committee and serves as a voting member of the VMC Board of Directors. The Librarian reports to the VMC President for daily operations.

DUTIES:

- Define and operate in accordance with the annual Library Department budget
- Establish library policies and procedures
- Determine items to be accepted, donated to other organizations, or put on sale due to duplication, irrelevance, or other reasons
- Establish and maintain a checkout system
- Establish and maintain a catalog system
- Recruit, vet, train and schedule library staff
- Ensure library staff are properly recognized and appreciated
- Maintain and improve the library collection and facility

- Develop and improve library programs

Library Staff

The main role of Library Staff is to greet visitors coming into the library, making them feel welcome, maintaining the library and the integrity of the collection. They are composed of volunteers with an interest in working in the library, who have been vetted, trained and scheduled by the Librarian.

DUTIES:

- Open, close and monitor the library daily
- Provide customer service to library visitors
- Checkout books and follow up on overdue books
- Accept donations, in accordance with the library's policy and process, explaining the policy to donors and completing a donation form
- Catalog new items in the collection
- Enforce the policies and rules of the library to ensure the collection and the facility are protected
- Keep abreast of changes in library processes and procedures
- Pass on customer requests or comments, if needed
- Offer improvement suggestions to the Librarian
- Help maintain the cleanliness and neatness of the library
- Notify the Librarian in a timely manner of any personal schedule changes

6.5 Memorial Plaza Department

Last updated 10/3/18

Overview

The Plaza department is responsible for the maintenance and upkeep of artifacts in the plaza, as well as all monuments and stones. They also work with new monument committees to establish and implement new monuments, when approved and funded.

Plaza Chairman

The Plaza Chairman leads the department and is responsible for all activities, budget and expenditures. They also approve and supervise all contracted and volunteer work in the Plaza. The Plaza Chairman is appointed by the VMC officers and serves as a voting member of the VMC Board of Directors. The Plaza Chairman reports to the VMC President for daily operations.

DUTIES:

- Define and operate in accordance with the annual Plaza Department budget
- Contract out and supervise subcontractors for work to be done in the Plaza
- Review volunteer applications for the Plaza

- Supervise volunteer work in the Plaza
- Receive and process orders for bricks and benches
- Ensure all artifacts, monuments and bricks are kept in good condition
- Establish Plaza policies and procedures
- Submit annual reports to the government on loaned artifacts, with Museum Curator concurrence
- Coordinate with Operations to ensure the County maintains the lawn in and around the Plaza

Plaza Volunteers

Plaza volunteers assist the Plaza Chairman in assigned tasks. They are composed of volunteers with an interest in working the Plaza, who have been vetted and trained by the Plaza Chairman.

DUTIES:

- Define and operate in accordance with the annual Library Department budget
- Clean monuments
- Remove weeds growing between stones
- Assist in maintaining Plaza artifacts

6.6 Veterans Memorial Park Department

Last updated 10/3/18

Overview

The Park department is responsible for the planning, maintenance and upkeep of the buildings, facilities and equipment located in the 82-acre park. The department must work with the Brevard County Parks and Recreation department and other entities for the management of the park.

Park Chairman

The Park Chairman leads the department and is responsible for all activities, budget and expenditures. They also approve and supervise all contracted and volunteer work in the Park. The Park Chairman reports to the VMC President for daily operations.

DUTIES:

- Define and operate in accordance with the annual Park Department budget
- Coordinate with the Brevard County Parks and Recreation department in managing and maintaining the park in accordance with existing county regulations
- Coordinate with the Merritt Island Redevelopment Agency (MIRA) on the long and short range improvements and goals planned for the park
- Coordinate with the Tourist Development Council (TDC) on the long and short range improvements and goals planned for the park
- Coordinate with the St Johns Water Management, County Parks and Recreation, and

- the Brevard County Sheriffs Office (BCSO) on the mowing and trimming of the park
- Coordinate with Wildlife Management on the control of animals, alligators, etc. in the park
- Coordinate with the VMC Operations manager and the Public Relations Officer on the rental and allocation of space in the park for outside organizations wishing to rent the facilities, which could include the entire park
- Coordinate with the BSCO and Merritt Square Mall management on additional parking and traffic control during large events
- Establish Park policies and procedures
- Coordinate with the Operations Director to ensure the park is available during scheduled hours and the Custodial Staff maintains and the buildings and facilities in a presentable and usable manner
- Maintain a schedule of events and coordinate with the Operations Manager
- Manage the Memorial Tree and Bench program
- Ensure park volunteers are properly recognized and appreciated

Park Volunteers

Park volunteers will be recruited and utilized as the park matures.

DUTIES:

- TBD