

**BIGGS CHAPTER  
NORTH SAN DIEGO COUNTY**



**Manual**  
**Of**  
**Officer**  
**Responsibilities**

*Revised March 2024*

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# PREAMBLE

CHAPTER CHARTER and CHAPTER HANDBOOK:

Biggs H.O.G. has always made an effort to conduct itself in a manner that reflects well on ourselves, our sponsoring Dealership, and National H.O.G. To help our officers in continuing this effort, they are expected to read the Chapter Charter and the Chapter Handbook. These documents outline National H.O.G.'s rules and guidelines for operating a Chapter.

The Chapter Charter and Chapter Handbook are accessible on the National H.O.G. website, [www.hog.com](http://www.hog.com). Sign in with your username and password, then click on the CHAPTERS tab at the top of the page. Under CHAPTER OFFICER RESOURCES, you will find links to the Charter and the Handbook.



**Biggs H.O.G.'s  
"Upside Down Triangle"**

The upside-down triangle is a physical representation of our core belief that officers are committed to both serving and doing what is best for the Chapter.

It should be noted that the Upside Down Triangle is not an org chart and does not replace the Chapter's standard chain of command of bottom to top.

<b>Biggs HOG</b> <b>Member Guidelines &amp; Responsibilities</b> <small>(adapted from Biggs HD's Employee Responsibilities)</small>	
<i>With Trust, Integrity and Commitment, Biggs HOG's Member Responsibilities are:</i>	
Officers	General Members
<ol style="list-style-type: none"> <li>1. Do no harm</li> <li>2. Tell the truth</li> <li>3. Take responsibility</li> <li>4. Get the facts</li> <li>5. Solve the problem</li> </ol>	<ol style="list-style-type: none"> <li>1. Do no harm</li> <li>2. Be truthful</li> <li>3. Act responsibly</li> <li>4. Get the facts</li> <li>5. Be part of the solution</li> </ol>

**Biggs H.O.G.  
Member Guidelines  
and Responsibilities**

Our Members, and in particular our Officers, are expected to conduct themselves in a way that reflects positively upon the Chapter, and to avoid behaviors that cause

## COMMON RESPONSIBILITIES OF ALL CHAPTER OFFICERS:

All Chapter Officers are expected to assist the sponsoring Dealer and the Chapter Director in upholding the Chapter Charter, which is binding upon all H.O.G. Chapters.

All Chapter officers are expected to attend Officer Meetings and the General Chapter Meetings. These are usually held on the first Wednesday and second Friday evenings of each month, respectively. (\*There is no General Chapter Meeting in December.)

The following are guidelines for conduct among the Chapter's Officers:

1. Dealer Relationship –
  - Officers are to talk positively re: the Dealership to outsiders.
  - Officers are to NEVER publicly knock the Dealership.
  - If an officer has a problem with the Dealership they cannot resolve after a good faith effort, bring it to the Primary Officers.
2. Communication with Dealership
  - All communications with the Dealership go through the Director.
3. Officer Responsibilities
  - Familiarize yourself with your job description.
  - Familiarize yourself with National H.O.G.'s Chapter Charter and Chapter Handbook. This will be provided to you electronically, or can be accessed on the N.H.O.G. website ([www.hog.com](http://www.hog.com))
  - Respond to the Secretary's monthly request for Officers Meeting agenda items.
  - "What happens among the officers, stays among the officers." Officers are not to discuss internal issues with the General Members, so that they can simply ride and have fun.
  - Once an issue is decided, regardless of any officer's personal feelings on the issue, the officers are to present a united front to the members.
  - Do not discuss the Dealer providing the Chapter with \$500 for every new bike sold to a Chapter member with anyone outside the Chapter.
4. Authority / Check Signing
  - The Treasurer is the main signatory of checks.
  - Any Primary can sign a check if the Treasurer is not available.
  - Checks above \$150 require two signatures unless the item is pre-approved in an Officer's or Primary Officer's meeting.
5. Authority / Contracts
  - Only the Director can sign a contract on behalf of the Chapter.
6. Guest speakers for meetings
  - All guest speakers and their materials must be pre-approved by the Director.
  - May not represent a conflict with the Dealership.
  - 4 minute limit
7. Publications
  - All Chapter publications (newsletter, eBlast, etc.) require the approval of the Director prior to publishing.

8. "Reply All" emails and texts are discouraged, unless directed otherwise. Electronic conversations should be targeted to specific recipients.
9. By accepting their position, all Officers acknowledged they have a duty to the Chapter. However, the Chapter recognizes all Officers are volunteers, and the priority for all Officers should be Family first, then Job, then Chapter.
  - If an Officer finds family or job responsibilities are routinely causing issues with their completing their Officer's duties, they should speak to the Primary Officers about the issue.

All Officers are to assist the Treasurer in reviewing the previous year's financial results for their area of responsibility, then developing their proposed budget for the current year.

All Officers are to provide historical documents for their area of responsibility to the Chapter Historian annually.

All officers are to respond to the Secretary's monthly request for Officers Meeting agenda items. If you have nothing to present at an Officers Meeting in a given month, respond to the Secretary with an email saying a "nothing to report." If you are going to be absent from an Officers Meeting, please advise the Secretary of that fact and whether your assistant (if you have one) will be attending in your place.

Officers who will be doing a presentation at the monthly Chapter Meeting must have their slide(s) submitted to the Assistant Director NLT the Wednesday immediately prior to the Chapter Meeting, or earlier if requested by the Assistant Director.

The deadline to submit articles to the Newsletter is the 15<sup>th</sup> of each month. Any Officer or General Member may submit articles.

- Officers who are required to submit a monthly article include: Director, Assistant Director, Road Captain, Safety, and the Long Distance Coordinator. Officers who are expected to submit a monthly article are Membership, LOH, Military, and Volunteers. If any Officer on this list does not have an article for any particular month, they are to notify the Editor by the deadline.

#### VOTING OFFICERS:

Only the specified Officers may vote at Officers Meetings; Assistant Officers are not eligible to vote except when serving as a proxy for a voting Officer. Individuals holding two voting positions may only vote once.

In the event of a tie, the Director shall cast the tiebreaking vote. In the Director's absence, tiebreaking authority passes to the Assistant Director, Secretary, or Treasurer (in that order).

The following Officers may cast a vote at Officer Meetings:

- |                        |                         |                                    |
|------------------------|-------------------------|------------------------------------|
| • Director             | • Historian             | • Road Captain                     |
| • Assistant Director   | • LOH Officer           | • Safety Officer                   |
| • Secretary            | • Long Distance Officer | • Volunteer Coordinator            |
| • Treasurer            | • Membership Officer    | • Website and Social Media Officer |
| • Activities Officer   | • Merchandise Officer   |                                    |
| • Calendar Coordinator | • Military Liaison      |                                    |
| • Editor               | • Photographer          |                                    |

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### **Primary Officers (elected by Chapter Members)**

#### ***Director***

##### **Responsibilities - Handbook:**

1. Works with the sponsoring Dealer to uphold the "Annual Charter for H.O.G. Chapters" and H.O.G. operating policies.
2. Assumes overall responsibility for the administration of the H.O.G. Chapter and implementation of Harley Owners Group policies.
3. Signs annual H.O.G. Chapter Charter Application and ensures it is received in H.O.G. office by January 31.
4. If Chapter is incorporated, ensures Chapter complies with all corporate state annual filing requirements.
5. Promotes H.O.G. and the H.O.G. Chapter to potential members.
6. Conducts Chapter meetings.
7. Coordinates Chapter officer responsibilities.
8. Ensures that risk management requirements set forth by the Chapter Insurance program, including procurement of necessary release forms, are met for all Chapter activities.
9. Verifies that Chapter merchandise guidelines are followed.
10. Ensures that all trademark requirements are met.
11. Ensures officers are aware of how to access "Chapter Officer News" ®.
12. Reviews and routes all H.O.G. correspondence to fellow officers and to membership, as requested.

##### **Responsibilities - Chapter:**

1. Submits a monthly article to the Chapter newsletter.
2. Approves all internal newsletters, fliers, e-blasts, etc., prior to being distributed Chapter-wide to Chapter members.
3. Checks with other Chapters through emails, texts, and websites for the dates of joint or supported rides and other events throughout the year.
4. With other Primary Officers, evaluates and selects discretionary officer attendees for ROC.
5. Coordinates ROC room reservations with Treasurer.
6. Prepares and presents Director slides for the monthly Chapter meeting.

**Time Commitment:** averages 25 – 30 hours per month, but can vary widely and may exceed the totals shown.

##### **Important Deadlines**

**January 31** - H.O.G. Chapter Charter Application due in H.O.G. office; checks with Secretary to ensure filing has taken place.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Assistant Director***

#### **Responsibilities - Handbook:**

1. Assists the sponsoring Dealer and Chapter Director in upholding the "Annual Charter for H.O.G. Chapters."
2. Assists the Director as requested.
3. Promotes H.O.G. and the H.O.G. Chapter to potential members.
4. Informs Chapter members of H.O.G. programs and benefits. The following officers assist in this function:
  - LOH ® Officer - Ladies of Harley program.
  - Safety Officer - Motorcycle Safety programs and Safe Rider Skills program.
5. Acts as the liaison between the Chapter and the State Rally Committee.

#### **Responsibilities - Chapter:**

1. Attends monthly Officers meeting.
2. Submits a monthly article to the Chapter newsletter.
3. Requests slide material from other Officers for the monthly Chapter meeting.
4. Prepares the agenda and slides for the Chapter's monthly general meeting.
5. Runs the slide show at the monthly Chapter meeting.
6. Coordinates Officer introductions to new members after the monthly Chapter meeting. Also presents the new members with their Chapter pin.
7. Coordinates H.O.G. Officer Training (ROC) activities, to include checking National H.O.G. website for ROC dates and locations, notifying Officers and identifying Officers interested in attending ROC, and working with Primary Officers, utilizing the ROC matrix, to determine the appropriate ROC attendees.

**Time Commitment:** 7 to 10 hours per month, varies. Busy weeks are usually the second week of the month, when Officer meetings and Chapter meetings fall on the same week. Majority of time is spent preparing the agenda and slides for the Chapter's monthly general meeting.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Secretary***

#### **Responsibilities - Handbook:**

1. Assists the sponsoring Dealer and Chapter Director in upholding the "Annual Charter for H.O.G. Chapters."
2. Oversees the administrative needs of the Chapter.
  - Keeps minutes of all Chapter meetings, Primary Officer meetings, including "Annual Chapter Business Meeting" with the Dealership.
3. Administers the annual Chapter business meeting with Dealer.
4. Ensures that the most current officer and Chapter address information is on file with H.O.G.
5. Submits the following forms/reports to H.O.G.
  - H.O.G. Chapter Charter Application (once a year, by January 31).
  - Other reports and forms as requested.
6. Obtains, files and maintains records of all insurance forms, including release and injury report forms.
7. Maintains waivers for previous years.
8. Ensures injury reports are completed and faxed to Harley-Davidson.
9. Ensures that all insurance concerns and requirements are met for Chapter events.

#### **Responsibilities - Chapter:**

1. Sets up for monthly meetings:
  - Maintains inventory of supplies required for general meetings (raffle tickets, etc.).
2. Prepares and distributes agenda and minutes for Officers Meeting.
3. Submits articles, as desired, to the Chapter newsletter.
4. Prepares list of Chapter Officer phone numbers and email addresses and distributes to all Officers and Chapter Manager when changes are made.
5. Distributes cards / flowers to Chapter members per the Sympathy Matrix spreadsheet.
6. Distributes officer patches and maintains officer patch inventory for patches not provided by N.H.O.G. (those patches to be produced by a local vendor).
7. With other Primary Officers, evaluates and selects discretionary officer attendees for ROC.
8. Has generic Chapter Business Cards printed, maintains a supply, and provides cards to Officers and membership as needed.
9. Prepares and provides "Certificates of Appreciation" when requested by other Officers and Committee Chairpersons. Approval of Director is required prior to printing. At the end of the year, provides the Historian with electronic copies of all Certificates presented (as well as a spreadsheet list of those certificates).

**Time Commitment:** Varies.



# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Treasurer***

#### **Responsibilities - Handbook:**

1. Assists the sponsoring Dealer and Chapter Director in upholding the "Annual Charter for H.O.G. Chapters."
2. Collects Chapter dues (currently \$25 per year).
3. Manages all Chapter funds.
4. Oversees preparation of Chapter federal, state, and local tax returns via the Dealership's CPA.
5. Reports financial summary to members monthly.
6. Ensures that any charitable contributions are managed according to H.O.G. guidelines.
7. Maintains a running comparison of Current year Chapter finances with prior year Chapter finances for presentation at the Annual Meeting with the Dealership.

#### **Responsibilities - Chapter:**

1. Processes collected monies accurately and ensures they are deposited into the Chapter accounts as quickly as possible.
2. Properly records all Chapter financial transactions within the Chapter accounting system (currently utilizing QuickBooks Pro).
3. Ensures that back-up copies of the accounting software database are regularly made and saved to an off-line storage media.
4. Is the main check signatory for the Chapter.
5. Ensures compliance with Chapter policy, that checks over \$150 either require two signatures or be approved and recorded in either the Officers Meeting or Primary Officers Meeting.
6. Ensures that all bills and payments due are regularly and properly paid expeditiously.
7. Assists Merchandise Officer in conducting annual inventory of Chapter's merchandise.
8. Provides Chapter members with a year-end summary of the Chapter income, expenses, and balance at the January Chapter Meeting.
9. If Chapter is incorporated, submits corporate state "annual" report to proper state office every two years, as required by CA State law.
10. Serves as backup to Secretary in picking up mail from the Chapter PO Box.
11. With other Primary Officers, evaluates and selects discretionary officer attendees for ROC.
12. Coordinates ROC room reservations with Director.
13. Prepares each year's budget by:
  - Providing year-end financial results to each Officer for their area of responsibility.
  - Providing each Officer with a budgetary form, and assist filling it out if/as needed.
  - Reviewing each Officer's submitted budget, making adjustments as necessary, and entering the final numbers on the Chapter's budget sheet.
  - Reviewing the completed budget with the Primary Officers, and making any changes deemed necessary or prudent.
14. Prepares and presents Treasurer slides for the monthly Chapter meeting.

**Time Commitment:** Varies.

#### **Important Deadlines**

**March 15** - Corporate Tax Filing Deadline (done by Biggs H-D's CPA firm)

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### **Discretionary Officers (appointed by the Primary Officers)**

#### ***Activities Officer***

##### **Responsibilities - Handbook:**

1. Oversees the administration of Chapter events.

##### **Responsibilities - Chapter:**

1. Receives authorization for all flyers, FYI events, Contract Agreements for events, event destination approval and extra curriculum event approval (e.g., Biker Bowling, Movie Night, use of Dealer facilities) from the Director (and Chapter Manager if necessary) prior to committing to an event and having it published in any type of medium.
2. Holds monthly Activities meetings to create ideas and develop a tentative calendar of local events to be submitted to the Director prior to publication in any type of medium. This meeting should consist of the Activities Officer and his/her committee, and at least one Primary Officer (preferably the Director or Assistant Director).
  - Ride destinations should be reviewed for hours of operation, parking conditions, admission costs, separate checks (if a restaurant), etc.
3. Assigns one person on the Activities Committee the responsibility for creating the route for a scheduled ride.
4. Ensures coordination with a Point of Contact at each ride's destination, as required.
5. Upon approval of a ride or activity, submits the relevant information to the Calendar Coordinator for publication to the appropriate medium. This information includes the point of departure, departure time, and description of the distance to the destination (short – under 50 miles; medium – between 50 and 100 miles; and long – over 100 miles).
6. Provides the routes generated by the Activities Committee to the Road Captain and/or Safety Officer for review and dissemination to the Road Guards. These routes should be submitted to the Road Captain / Safety Officer no later than one week prior to the event.
7. Ensures an ongoing written document /Activities Committee calendar is generated to list all of the standing Biggs H.O.G. Chapter Events for the year, and is filled in with events and rides as they are developed.
  - Examples of annual events are: The annual New Year's Day Ride, the May Ride, monthly Get Acquainted Rides (GAR's), Toy Store Invasion, Chapter Meetings, etc.
8. Maintains and passes down to future Activities Officers a list of Points of Contact / phone numbers for annual events, copies of any flyers generated for these events, and copies of "canned routes."
9. Works with Director to check with other Chapters through personal contact, Chapter websites, and other publications for the dates of rides and other events held by other Chapters and organizations which Biggs has agreed to support.
10. Coordinates with the Road Captain to schedule Road Guard rides (RG Training Rides, RGIT Training and Evaluation rides, RG meetings, etc.).

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# **Biggs Chapter North San Diego County H.O.G.**

## **Officer Responsibilities**

### **Activities Officer (CONTINUED)**

11. Reviews and assists in coordinating dates of LDT's and Overnighters with the Long Distance Coordinator and Director.
12. Provides and presents Power Point slides for monthly Chapter meeting.

*Note: If your Chapter requires event insurance in addition to the H.O.G. Chapter General Liability and Insurance policy, appropriate forms must be received in the Harley-Davidson Insurance office at least six weeks prior to the Chapter event date. This should be coordinated with the Chapter's Secretary.*

**Time Commitment:** Varies from 2-4 hours per week.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Calendar Coordinator***

#### **Responsibilities - Handbook:**

1. Lists Chapter events on-line, as appropriate:
  - Maintain the Chapter's calendar. (For Biggs H.O.G., this involves the Chapter's Google Calendar, which can be viewed on an Android or iPhone and on the Biggs H.O.G. website.)
  - Provide upcoming month's calendar of events to the Editor, for inclusion in the Chapter's newsletter.
  - Create weekly eBlasts to Chapter members of upcoming events/rides.

#### **Responsibilities - Chapter:**

1. Attends the monthly Officers and Activities Meetings.
2. Serves as the point of contact for placing events on the various published forms of the Chapter calendar.
3. Ensures completeness of information for the type of each event on the calendar, e.g., FYI, Dealer, Feather Pin, etc.
4. Sends out a weekly eBlast of the coming week's events and rides.
  - a. All eBlasts require pre-approval of the Director.
  - b. eBlasts should be sent out on Sunday evening or Monday morning.
5. Submits current one-month calendar of events to Editor on a monthly basis for the Chapter Newsletter.
6. When requested, sends an eBlast to the Chapter Members as supplied by officers and authorized by the Director and Chapter Manager. The Calendar Coordinator must be readily available to send eBlasts to the members as requested. These usually do not take much time, but are often time sensitive.

**Time Commitment:** 7-10 hours per month, including meetings.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Editor***

#### **Responsibilities - Handbook:**

1. Authors, edits and facilitates the distribution of Chapter publications, primarily the Chapter newsletter.
2. Presents any Chapter publications (written, electronic, oral etc.) to the Director for approval prior to use or publication.
3. Promotes H.O.G.'s fun, family-oriented philosophy in all Chapter publications.
4. Once per year, sends (email will suffice) a copy of a minimum of four Newsletters, to provide proof of meeting the H.O.G. minimum requirement of published communications to members.

#### **Responsibilities - Chapter:**

1. Produces the H.O.G. Express newsletter on a monthly basis.
2. The Editor may reprint articles from any H.O.G. or Harley-Davidson publication or website, as long as proper acknowledgement is noted.
3. Produces the newsletter in Publisher, and distributes it to the Website and Social Media Officer and the Chapter's printer in .pdf format.
  - The Chapter may choose to reimburse the cost of this software, upon approval of the Primary Officers.
  - The Chapter will reimburse the editor for ink and paper costs, per the Editor's submitted and approved budget.
4. Administers the newsletter advertising program:
  - Business must not conflict with sponsoring Dealership.
  - Director has final approval of any advertisement.
  - Advertisers will receive an electronic and/or printed copy of newsletter, based on advertiser's preference, for the month(s) their ad is paid.
  - Encourage members to use the businesses that advertise in the newsletter.
5. Sends email reminder on or around the 15<sup>th</sup> of the month, re: due date for articles, to relevant Officers and the Chapter Manager.
6. Articles may be accepted from any Chapter member, but must meet H.O.G. and Chapter guidelines re: content and length.
7. Deadline for articles is typically the 20<sup>th</sup> of the month.
8. Proofs and formats all articles. Approval from the author is not necessary unless the change is in article content and affects the message imparted.
9. The Director and Chapter Manager Dealer Liaison have final approval on all articles and must be consulted prior to publication of the newsletter. The draft final copy of the newsletter should be sent to the Director, any corrections required are made and the revised version is again sent to the Director. Upon his or her approval, the Director will send a copy to the Chapter Manager / Dealer Liaison for Dealership approval.
10. Upon final approval, sends the newsletter to:
  - Website and Social Media Officer for posting to the Chapter website.
  - Printing company (currently American Printing and Mail).

**- CONTINUED -**

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Editor (CONTINUED)***

11. Provides printed copies of the newsletter at the Dealership.
12. An electronic copy of the newsletter is emailed to (or a printed copy of the newsletter is mailed to) each newsletter advertiser, based on advertiser's preference.
13. An eBlast will be sent to Chapter members with a link to the newsletter after the newsletter is posted on the Chapter's website.
14. Format changes to the newsletter are encouraged if they enhance readability.
15. The Editor maintains the Chapter bulletin board at the Dealership by removing old or inappropriate materials and posting single sheet copies and one bound copy of each month's newsletter to the bulletin board.
16. The Editor works with the Membership Officer to produce the annual New Member Packet. Director review and approval is required prior to publication.
17. The Editor works with the Membership Officer to update and produce the Biggs HOG Brochure (tri-fold) that is provided to the dealership to give to purchasers of motorcycles and other potential new members. Director review and approval is required prior to publication.
18. The Editor annually updates the Officer Responsibilities document. Director review and approval is required prior to publication and posting on the Chapter website.

**Time Commitment:** 20-30 hours per month, including meetings.

### **Important Deadlines:**

- 15<sup>th</sup> of each - email reminder on article due date.
- 20<sup>th</sup> of each month - deadline for article submission.
- 25<sup>th</sup> of month – deadline to submit newsletter to Director for review.
- 29<sup>th</sup> of month - newsletter sent to printer (30<sup>th</sup> for months with 31 days).
- End of month (30<sup>th</sup> or 31<sup>st</sup>) – newsletter sent to Website and Social Media Officer for publication to newsletter; eBlast sent to members once newsletter is posted to website.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Historian***

#### **Responsibilities - Handbook:**

1. Assists the sponsoring Dealer and Chapter Director in upholding the "Annual Charter for H.O.G. Chapters."
2. Organizes and saves written accounts of Chapter activities, records names of Chapter officers, notes membership levels, etc.
3. Organizes and saves photos of Chapter activities, officers, members, etc.

#### **Responsibilities - Chapter:**

1. Annually requests officers to submit required Historical data for electronic storage.
2. Stores documentation of all Chapter rides, events, and record related information on a yearly basis.
3. Maintains the "H.O.G. Wall" at the Dealership.
4. Periodically does a presentation of the Chapter history at special events.

#### **Suggestions:**

1. Occasionally, prepares and submits a one, two or five-year "on this date" feature and/or historian article for the Chapter newsletter.
2. Seeks articles, documents, statistics and photos from the Chapter officers and members. This adds a variety of perspectives and lightens the Historian's workload.

**Time Commitment:** 4 to 6 hours per month average.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Ladies of Harley (LOH) Officer***

#### **Responsibilities - Handbook:**

1. Encourages women members to take an active part in the Chapter.
2. Answers questions about the Ladies of Harley Program.
3. Informs members of LOH benefits and activities.
4. Coordinates LOH Chapter activities.

#### **Responsibilities - Chapter:**

1. Holds an LOH Meeting / non-hosted Chapter Dinner every other month (or once a month at the discretion of the LOH Officer and Director).
2. Holds an optional LOH Bike Night or Chapter ride(s), to be coordinated with the Activities Officer.
3. Submits a monthly article to the Chapter newsletter.
4. Contacts LOH ride destinations to make arrangements or parking and seating; confirms on ride day.
5. Submits items to Calendar Coordinator as needed for weekly e-Blast and Chapter Calendar
6. Provides and maintains sign-up sheets for LOH events.
7. Provides Website and Social Media Officer with flyer(s) of LOH activities to be posted on the Chapter website / LOH tab. (Flyers require Director's approval prior to being published.)
8. Attends Activities Committee meetings to ensure LOH event / ride coordination with Activities Officer (emails or calls Activities Officer with this info if unable to attend the meeting).

#### **Remember:**

1. Ladies of Harley is another benefit of membership, not a separate organization within the H.O.G. Chapter.
2. Ladies of Harley was established to help women become more active members of H.O.G. and their existing local Chapter.
3. You cannot open a separate Ladies of Harley Chapter, or offer activities exclusive to LOH members. You can organize events that may be more appealing to the LOH members, but all members must be welcome.

**Time Commitment:** 9 – 10 hours per month, varies.



# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Long Distance Coordinator***

**Purpose:** To provide the Chapter with Long Distance and/or Overnight Rides throughout the year.

#### **Responsibilities - Handbook:**

1. None.

#### **Responsibilities - Chapter:**

1. Submits a monthly article to the Chapter newsletter.
2. Creates approximately four, four day trips and one or two overnights each year.
3. Works with Activities Officer to coordinate dates for long distance rides.
4. Works with the Calendar Coordinator to publish the dates for Long Distance rides.
5. Gets authorization for all flyers for events from Director prior to printing.
6. Attends the monthly Officers Meeting.
7. Prepares and presents slide(s) for the monthly Chapter Meeting to promote upcoming trips.
8. Oversees the collection of appropriate LDT and Overnighter release forms, and turns them in to the Secretary.

#### **Guidelines:**

1. Destination:
  - The destination and approximate dates/month for each ride shall be submitted to the Activities Officer and then to the Primary Officers for approval. Once approved then, the destination can be submitted to the Calendar Coordinator for incorporation into the calendar and to be posted on the website.
2. Route to the Destination:
  - The route shall be submitted to the Road Captain prior to the event. The route should include gas stops approximately every 100 miles, and dining stops as required.
3. Suggested Routes while at the Destination:
  - Preplanned routes shall be submitted to the Road Captain for review prior to being released. The intent of these routes is to provide the attendees with routes to ride on their own (or in guided groups) while at the destination. These routes will have gas stations identified approximately every 100 miles or less. Restaurants can be added, if available. Points of interest should be listed on the routes as stopping points.
  - Road Guards are to be heavily encouraged to guide these day trips for any General Members who wish this service.
4. Road Guard Assignments:
  - The Long Distance Coordinator will work with the Road Captain to assign Road Guards for the ride from the start location to the destination hotel.
5. Entertainment:
  - At least one night of a group dinner/show/entertainment should be available for signup.

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# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Long Distance Coordinator (CONTINUED)***

#### 6. Return Leg:

- A generic departure time and route home shall be created to provide general guidance for the return trip. This time and route are general in nature, and may be deviated from as general members so choose.
- At least one group should be a "Road Guard guided ride" home.
- Road Guards are to be encouraged to invite General Members to accompany them on their trips home, if they are not part of the officially guided group.

#### 7. Communication with the Riders Attending LDT'S and Overnights:

- Maintains communication with all registered attendees, to include distribution of Trip Packets, reminders and updates of upcoming trips and schedules, etc.

**Time Commitment:** Varies. Average is 20 hours per month, including Activities and Officer meetings.

# ***Biggs Chapter North San Diego County H.O.G.***

## **Officer Responsibilities**

### ***Membership Officer***

#### **Responsibilities - Handbook:**

1. Ensures that Chapter members have current National H.O.G. memberships.
2. Enrolls new members into My Chapter Manager and the National H.O.G. data base.
3. Ensures the annual Chapter Membership Enrollment Form and Release is on file for each member.
4. Maintains membership changes/additions online in the Chapter Officer section of the National H.O.G. data base.
5. Attends monthly Officer's meeting.

#### **Responsibilities - Chapter:**

1. Processes Chapter membership enrollments on a continual basis.
2. Maintains membership on internal Chapter database utilizing My Chapter Manager, making changes and adding new members as needed.
3. Sends welcome back letter/email to renewing members.
4. Sends a physical letter to members notifying them if an incorrect e-mail address is on file.
5. Provides all new members with a Chapter rewards card and enters the card number in the member's file in My Chapter Manager.
6. Sends a welcome letter/email to new members.
7. Ensures all new members that show up to a Chapter meeting are assigned an Ambassador Team member to guide them through the Chapter meeting, introduce them, etc.
8. Enters all new and renewing members on National H.O.G. Website and internal Chapter Database (My Chapter Manager) weekly or as needed.
9. Reviews and revises the New Member Packet on an annual basis. Works with incumbent and new Officers to get updated information. Coordinates this project with the Chapter's Editor.
10. Distributes New Member Packets to new members at monthly Chapter meetings.
11. Sends out Renewal emails or letters to members if their National H.O.G. Membership has expired.
12. Submits a monthly article the Editor for inclusion in the Chapter newsletter.
13. Is in charge of New and Renewed monthly membership sign up table at the Chapter meetings.
14. Completes a short presentation at all Chapter meetings providing updates on the total number of members, welcomes new members with the ambassador team and conducts the saddlebag drawing.
15. Tracks Chapter meeting attendees by having them checked off a printed roster at each meeting.
16. Assists in annual Officer Elections: verify membership status for submitted ballots, collect ballots, and answer questions regarding the election procedures.

**- CONTINUED -**

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Membership Officer (CONTINUED)***

17. Oversees the Ambassador team:

- Ensures an adequate number of Ambassadors attends each Chapter Meeting.
- Ensures Ambassadors properly represent the Chapter, introducing new members to officers and general members, and walking them through the various programs represented by the tables at the Chapter Meetings.
- Ensures Ambassadors get basic information from new members attending the Chapter Meeting (name(s), bike owned, how long riding, and any Harley or riding related interesting facts for presentation at the meeting. (Personal info such as profession, children's' names, etc., are not necessary, and should not be presented to the meeting at large.)

18. Provides a Membership booth at select Biggs Dealership or Chapter events.

19. Represents and promotes the Chapter and Biggs Dealership in a positive and professional manner.

20. Checks the Chapter's P.O. Box twice a week and distributes mail to various officers and chairpersons as needed.

**Time Commitment:** 10-15 hours per month, varies.

#### **Important Deadlines:**

- NOTE: When maintaining the membership report in the Chapter Officer section of members.hog.com, The Membership Officer does not need to send change reports to the National H.O.G. office.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Merchandise Officer***

#### **Responsibilities - Handbook:**

1. None.

#### **Responsibilities - Chapter:**

1. Staffs the Merchandise table at Chapter Meetings.
2. Logs all sales at Chapter Meetings on the sales log and inventory sheet, and balance cash sheet at the end of the meeting.
3. Conducts annual inventory of all merchandise, in coordination with the Treasurer.
4. Recommends merchandise orders to the Treasurer and Director.
5. Upon approval, places merchandise orders with vendor.

**Time Commitment:** Approximately 3 - 4 hours per month.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Military Liaison***

#### **Responsibilities - Handbook:**

1. None.

#### **Responsibilities - Chapter:**

1. Assists the sponsoring Dealer and Chapter Director in upholding the "Annual Charter for H.O.G. Chapters."
2. Submits a monthly article to the Chapter newsletter.
3. Submits a power point presentation for the monthly Chapter meeting.
4. Submits agenda item, as needed for the monthly officer's meeting.
5. Create, maintain and foster a relationship between our Chapter and the local military service personnel.
6. Promotes relationship between our Chapter and the current military organization "adopted" by the Chapter.
7. Maintains deployment status of active Chapter members.
8. Maintains the Military table at the monthly Chapter meeting.
9. Provides three (3) raffle gifts and sells tickets thereto at each monthly Chapter meeting; submits receipts to the Treasurer for reimbursement out of the Military fund.
  - Counts donated money and transfers to Treasurer.
  - Proceeds go to the Military Donation Fund.

**Time Commitment:** Approximately 8 hours per month.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Photographer***

#### **Responsibilities - Handbook:**

1. Takes and organizes Chapter photos for Chapter publications.

#### **Responsibilities - Chapter:**

1. Provides photos to Historian for Chapter history album.
2. Co-ordinates with the Editor so that photos are available for the monthly Newsletter.
3. Uploads photos to the Chapter's Facebook chatroom.
4. Takes photos of all primary and discretionary officers for use on the Chapter website.
5. Takes the annual Chapter photo.
6. Assists the Holiday Party Committee by taking photos during the event.
7. Assists with other photographic duties as requested by the primary officers.

**Time Commitment:** Varies.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Volunteer Coordinator***

#### **Responsibilities - Handbook:**

1. None.

#### **Responsibilities - Chapter:**

1. At Chapter meetings, promotes volunteerism.
  - Has events listed and sign-up sheets available.
  - Ensures each position is filled and volunteers are aware of their duties prior to the start of each meeting.
  - Prepares meeting slides to recognize volunteers and promote Volunteer opportunities.
  - Is prepared to answer questions and explain responsibilities.
2. Participates in event planning and coordinates with event coordinator or committee head(s) to fill positions needed for the event, and assists in calculating the total number of volunteers needed for the events.
3. Reminds volunteers prior to meetings and events of the times and position(s) to be worked.
4. Provides volunteers with a brief description of the work to be done.
5. Tracks volunteer activity and awards "V-Pins" each time a member completes 10 volunteer activities.
6. Attends events or finds an appropriate substitute to monitor Volunteer activities and make sure all positions are covered.
7. Provides sign in sheet at events for Volunteer verification.
8. Works with event coordinator(s) to recognize all volunteers after the event.
9. Writes newsletter articles as needed to recognize volunteers and promote Volunteer opportunities.
10. Calculates annual volunteer points to determine the Volunteer of the Year award (at year's end).
11. Staffs the volunteer table at all Chapter meetings.
12. Submits an article to the Chapter newsletter each month.

**Time Commitment:** 6 to 8 hours per month. Note: There is a greater time commitment required for special events (ex: May Ride) in the months those events are held.



# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Website and Social Media Officer***

#### **Responsibilities - Handbook:**

1. Authors, edits and updates the Chapter website.
2. Follows internet guidelines in Tab H of the Chapter Handbook.
3. Presents any potential website information to the Director and sponsoring Dealer for approval prior to use. If the sponsoring Dealer has a website, support having a Chapter section or link to the Chapter's website within the Dealer's site.
4. Organizes and assembles electronic information for the Chapter.
5. Informs Chapter members of Chapter activities by including in the Chapter website, as requested by the Director.
6. Promotes H.O.G.'s fun, family-oriented philosophy in all website material.
7. Acts as caretaker for Chapter by protecting Chapter members' privacy by not revealing personal Chapter member or private Chapter information on the Chapter website. See Marketing and Media (Tab H) in the Handbook for specifics.
8. Submits Chapter website to H.O.G. for listing on members.H.O.G..com and the H-D Dealer locator.

#### **Responsibilities - Chapter:**

1. Maintains and monitors the Chapter's Photo Gallery associated with the Chapter's website,
2. Maintains and monitors the Chapter Officers "Email" List.
3. Responsible for renewing biggshog.com domain name and web hosting services.
4. Regularly posts photos of Chapter rides on Social Media. Currently, this specifically means the Chapter's "Public Page" on Facebook. (Note: N.H.O.G. prefers Facebook as the social media platform for Chapters, though Instagram has been suggested as a possible secondary platform. National H.O.G. has deemed Snapchat and Twitter as outside of H.O.G. Chapters' target audience, and suggest Chapters not waste time with them.) Provides one or two photos per post.
5. Posts a photo album on the Chapter's FB Public Page for public events assisted by the Chapter, such as the Carlsbad Marathon or Toy Store Invasion.
6. Posts a photo album on the Chapter's FB Public Page for each Long Distance Trip and Overnighter.
7. Makes regular monthly updates to slide show appearing on the Biggs H.O.G. TV located in the Dealership's lobby.

**Time Commitment:** 10-20 hours per month. The Website and Social Media Officer must be readily available to make changes to the webpage as requested. These usually do not take much time, but are often time sensitive.

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### **Road Guard Officers**

**(Discretionary Officers elected by the Road Guards)**

#### ***Road Captain***

The Road Captain is selected by the current Road Guards and approved by the Director and Chapter Manager.

#### **Responsibilities - Handbook:**

1. Assists in planning and/or reviewing planned routes for Chapter rides.
2. Assists in keeping the Chapter informed of all H.O.G. programs.
3. Educates Chapter members about group riding techniques.
4. Informs Chapter members of any hand signals used by the Chapter on group rides.
5. Enforces current N.H.O.G. standards for verifying National and Local H.O.G. membership and/or the obtaining of waiver from non-members before rides.
6. Obtains signed release forms from non-members and/or minors for Chapter rides.

#### **Responsibilities - Chapter:**

The job description of the Road Captain is located the Road Guard Manual and should be followed.

The following Chapter responsibilities are not specified in the Road Guard Manual and may change from year to year.

1. Manages Chapter efforts in support of local marathons.
2. Distributes feather pins to Chapter ride participants.
3. Writes an article each month for the Chapter newsletter.
4. Presents group riding information at the General Meeting each month.
5. Updates the Chapter's Ride Line number on a weekly basis for upcoming rides.
  - Uses the Ride Line number to update/cancel/change a ride due to weather or other conditions NLT 90 minutes prior to the scheduled ride or event.
6. Conducts bi-monthly Road Guard Meetings; may be more (or less) frequent as needed.
7. Works with Long Distance Coordinator on Road Guard assignments and route review/approval for LDT's.
8. Oversees and conducts RGIT program.
9. Attends monthly Activities Committee meeting.

**Time Commitment:** 12-25 hours per month, varies.

#### **See Also:**

**Road Guard Manual**  
**Road Guard Training Manual**  
**Group Riding Manual**

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Safety Officer***

The Safety Officer is a Road Guard selected by the current Road Guards and approved by the Director and Chapter Manager.

#### **Responsibilities – Charter:**

1. Provides Chapter members with information relating to the availability of rider training.

#### **Responsibilities - Chapter:**

1. Presents Formation 101 class to the Chapter on a regularly scheduled basis.
2. Presents Formation 201 class to the Chapter on an “as needed” basis.
3. Writes a safety-related article for publication in the Chapter newsletter each month.
4. Presents safety related information at the general meeting each month.
5. Promotes safety in the Chapter.
6. Supports the Road Guard program as a safety information resource.
7. Develops safe riding policies, procedures, and standards.
8. Conducts, coordinates, and assists others in safety training,
9. Serves on the Road Guard Panel.
10. Reviews ride routes for safety and appropriateness as needed (as requested by the Road Captain or in the Road Captain’s absence.)

**Time Commitment:** 8 - 10 hours per month.

#### **See Also:**

**Road Guard Manual**

**Road Guard Training Manual**

**Group Riding Manual**

# ***Biggs Chapter North San Diego County H.O.G.***

## ***Officer Responsibilities***

### ***Road Guard at Large***

The Road Guard at Large is selected by the current Road Guards and approved by the Director and Chapter Manager

#### **Responsibilities - Handbook:**

1. None

#### **Responsibilities - Chapter:**

1. Sets a good example for the Chapter members and Road Guards.
2. Panel Member Responsibilities:
  - Presents the point of view of all the Road Guards on the Road Guard Panel.
  - Assists in annually evaluating the performance and skills of the Road Guards to determine if they have met the criteria to retain their Road Guard status for another year.
3. Assists Road Captain with maintaining the content of the Road Guard and Group Riding Manuals, and update as needed to include current standards and practices.
4. Assists the Road Captain in reviewing and evaluating the performance and conduct of a problem Road Guard, to determine if they are fit to continue in their duties as a Road Guard.
5. Assists the Road Captain on reviewing and evaluating the performance and conduct of a problem general member, to determine if they are fit to participate in Chapter rides.
6. Directly participates in the training of the Road Guards in Training (RGIT's).

**Time Commitment:** 4 to 6 hours per month, varies.

#### **See Also:**

**Road Guard Manual**

**Road Guard Training Manual**

**Group Riding Manual**