

Headquarters Trouble Shooting Guide

Not all potential questions can be anticipated in this guide, but the following is a good cross-section of field questions – and who would be able to give you an answer. The faster answer will come from the person directly performing the job. Emails, phone calls and letters will be directed to the person addressed.

| Questions relating to: | Contact: |
|--|---------------------------------|
| Address changes, club inquiries; Membership Status Reporting Form; inquiries on individual members and/or address changes | Membership Services Coordinator |
| Club incorporation; Liability or Directors' & Officers' insurance inquiries or requests for forms, Annual Insurance Update Information | Risk Management Coordinator |
| Donations (HREF, Nat. Disaster, Foundation, etc.) | Office Manager |
| Education and Training Inquires or Requests for Materials | Administrative Assistant |
| Hal Rogers Fellow Award | Office Manager |
| Information on public relations / Help with media relations | Marketing Coordinator |
| Requests for Membership Promotional Materials (i.e.: brochures, rack cards, etc.) | Marketing Coordinator |
| Inquiries on life membership, including committees, approvals or kits | Membership Services Coordinator |
| Inquiries or correspondence not covered above | Membership Services Coordinator |
| Installation certificates | Administrative Assistant |
| Kin Canada Bursaries / Hal Rogers Endowment Fund | Projects Coordinator |
| KIN Magazine, including subscription inquiries | Marketing Coordinator |
| Membership fees / dues billing inquiries | Office Manager |
| National conventions | Projects Coordinator |
| National or personal award inquiries | Administrative Assistant |
| New Members Registration Kits | Administrative Assistant |
| Club's permission to use Kin Canada Crest | Marketing Coordinator |
| Request for information on Kin Canada's website registration | Membership Services Coordinator |
| Requests for email addresses, mass emailing, mailing labels | Membership Services Coordinator |
| Requests for information on clubs charter or disbandment | Membership Services Coordinator |
| Requests for name badge attachments, replacement badges, etc. | Administrative Assistant |