

**CALIFORNIA STATE FEDERATION EXECUTIVE BOARD  
POLICY 11(J)  
SPECIAL ASSISTANT TO THE PRESIDENT  
CALIFORNIA FEDERATION SERVICE CENTERS COORDINATOR**

**I DUTIES & RESPONSIBILITIES**

- A. Provide an effective communication link between the California Federation Executive Board and the Service Centers within the state of California.
- B. Incumbent serves as the Federation liaison with the National NARFE Office regarding the effectiveness of the Service Centers actively participating as outlined in Guidelines provided by the California Federation.
- C. Develop Guidelines and plans to train Volunteers for an effective operation of Service Centers.
- D. Develop a Procedures Manual for Service Center Volunteers and Service Officers to:
  - 1. Coordinate the use of current regulations included in the manual with the current Chair, CSFC Service Standing Committee.
  - 2. Coordinate the use of up-to-date sample forms with the Office of Personnel Management.
  - 3. Include training techniques and guidelines for additional main objectives of NARFE, such as:
    - a. **MEMBERSHIP** input from the Executive Vice President of the CSFC and National Office;
    - b. **LEGISLATION** input from the Chairs of Standing Committees for State and National; and
    - c. **NARFE-PAC** input from the Special Assistant to the President NARFE-PAC Coordinator.
  - 4. Include **BASIC PROCEDURES** and **ASSISTANCE**, and **SOURCE MATERIAL REFERENCE** for all Service Center volunteers.
- E. Work with the current Chair Public Relations Standing Committee in an effort to promote interest and participation at Service Centers as an effective “Recruiting Tool”.
- F. Develop procedures for updating handout material for Service Centers (Federation & National).
- G. Prepare articles for the Federation Publication that will place greater emphasis

**CALIFORNIA STATE FEDERATION EXECUTIVE BOARD**  
**POLICY 11(J)**  
**SPECIAL ASSISTANT TO THE PRESIDENT**  
**CALIFORNIA FEDERATION SERVICE CENTERS COORDINATOR**

on Service Programs and the importance of participation by the membership in the Service Centers.

- H. Prepare reports of recruitment activities at Service Centers.
- I. Perform other duties as assigned.