

## Narrative Description of ARRL Headquarters Operations

ARRL Headquarters is managed on behalf of the Board of Directors by the Chief Executive Officer (CEO). Those responsibilities are detailed in Bylaw 35. In brief, the CEO is responsible for all Headquarters functions. The CEO is assisted by the Chief Financial Officer (CFO) who reports directly to the CEO. Those responsibilities are spelled out in Bylaw 36.

The **Chief Financial Officer** is responsible for:

- Financial (Controller) functions
- Development
- Human Resources
- Facilities
- Purchasing and Administrative Services
- Executive Assistant support functions

In addition to the CFO, the CEO has a staff of professionals reporting directly to them. The specialists reporting directly to the CEO:

- **Director of Operations:** This position is responsible for most of ARRL's volunteer programs. These include the Volunteer Examiner Coordinators, Field Organization, hamfest and convention support, club activities, and personal achievement operating programs such as DXCC, other awards, contests, the QSL bureau, W1AW, and the ARRL Lab.
- **Information Technology Director:** This position is responsible for developing and maintaining the ARRL Website and developing software projects to support ARRL publications and membership activities. They are also responsible for the HQ computer network infrastructure (including Internet connection), enterprise software system, all desktop computers and support for all the hardware and office software used by HQ staff. In addition, their department's responsibilities include the organization's e-mail software system, management of the mail list permissions, and the supervision of the vendor for the ARRL.net e-mail forwarding system used by the members.
- **Membership Manager:** This position is responsible for the creation and implementation of ARRL's internal and external marketing and communications strategies to maintain and grow membership.
- **Publications and Editorial: This position** is responsible for overseeing and managing the writing, editing, and production of ARRL publications, including *QST*, *QEX*, *NCJ*, *On the Air*, and all ARRL books and other publications.

- **Emergency Management Director:** This position plans the League’s emergency response strategies, represents the ARRL with governmental agencies such as the Red Cross and FEMA, and manages the activities of the emergency communications member volunteers.
- **Education and Learning Manager:** This position is responsible for supporting volunteer instructors, guiding the development of license instruction materials, and management of educational outreach programs with various groups. They are responsible for content development for the learning center.
- **Senior Technical Relations Specialist:** This position advocates for United States Amateur Radio Services interests at the International Telecommunication Union (ITU), the Inter-American Telecommunication Commission (CITEL), and other inter-governmental organizations. They are responsible for technical regulatory representation for amateur spectrum with US federal agencies such as the Department of State, FCC, NTIA, NASA, and others. They also represent the ARRL at Latin American regional meetings.
- **Director of Marketing and Innovation:** This position is responsible for developing ideas to improve or create value for our members and prospective members. For ARRL, “products” include member and mission-related benefits, services, content development, programs, and experiences. This position is also responsible for overseeing consistent marketing messaging and ARRL image, including trademark management.

The staff members reporting directly to the **Chief Financial Officer** are:

- **Controller:** This position is responsible for financial accounting and reporting including all cash receipts and disbursements, accounts receivable, collections, accounts payable, and cash management of the ARRL and the ARRL Foundation. In addition, the Controller is responsible for the day-to-day activities of purchasing and mailroom operations.
- **Director of Development:** This position is responsible for all matters related to fundraising (annual and planned giving, endowments, grants, and other gifts), along with management of premium donor programs. The Development Department also manages the non-accounting functions of the ARRL Foundation.
- **Facilities Manager:** This position is responsible for the performance and maintenance of all systems related to the Headquarters and W1AW building, as well as general building and grounds maintenance. This includes management of vendors and contractors as needed.
- **Human Resources Manager:** This position oversees all matters relating to Human Resources serving as the day-to-day liaison for staff regarding health, dental, and pension benefits issues. They also coordinate the hiring for vacant positions, onboarding and off-boarding of staff, and special events for the staff.
- **Executive Assistant:** In addition to providing direct day-to-day support to the CEO and CFO, this position is responsible for executing the bi-annual Board meetings and Executive

Committee meetings along with quarterly Administrative & Finance Committee meetings. They are responsible for taking minutes for all meetings as needed and managing follow-up items. They manage the annual Director and Vice Director election process and annual new Board member orientation. This position provides administrative support to the Board, or committees as needed.

Learn about more position descriptions in Section Three of the Director Workbook.