



**INTERNATIONAL ASSOCIATION
of ASSESSING OFFICERS**
Valuing the World™

Representative Handbook

INTERNATIONAL ASSOCIATION *of* ASSESSING OFFICERS

IAAO.org

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Table of Contents

Welcome	3
MVP: Mission, Vision, and Purpose	4
Responsibilities of IAAO Representatives	5
Your Role as An IAAO Rep	6
Regions	7
IAAO Policy Statement on Lobbying	8
Spread the Word	9
Sample Press Release	10
Resources Available from IAAO	11
Perks for Pros	12
IAAO Awards Program	13
Activity Points for IAAO Reps	14
Recruitment Resources	15
Retain, Maintain	16
IAAO Membership Dues Structure	17
Guidelines for IAAO Membership	18
IAAO Representative Appointment Process	19
Sample Solicitation Letter	20
IAAO Representative Appointment Form	21
(In)Forms	22
IAAO Banners & Materials Request Form	23
IAAO Representative Quarterly Report	24
Meet Your State Representative	27

Welcome

On behalf of the Officers and Members of the IAAO Executive Board, thank you for agreeing to serve as an International Association of Assessing Officers Representative.

We consider IAAO Reps to be some of the most important members in the association. Because of your commitment to the mission and goals of the association, you have been appointed to this unique group!

As an IAAO Rep, you are expected to:

- **Recruit new members.**
- **Disseminate information about IAAO.**
- **Assist in retaining current members.**
- **Serve as the “voice” of IAAO facilitating valuable feedback among members and IAAO leadership, including the IAAO Executive Board.**

This handbook contains resources and tools to help you meet your responsibilities, as well as the “nuts and bolts” information about IAAO, its mission and the goals of the IAAO Representatives Program. We hope you will use this handbook on a regular basis. Familiarizing yourself with this reference guide will make you a successful IAAO Rep.

Again, thank you for volunteering your time and effort on behalf of IAAO. **Members are our lifeblood**, and with your help we will continue to recruit and retain members who are equally supportive of this association for assessment professionals.

MVP: Mission, Vision, and Purpose

IAAO MISSION STATEMENT

To promote innovation and excellence in property appraisal and property tax policy and administration through professional development, education, research, and technical assistance.

IAAO VISION STATEMENT

IAAO will be the internationally recognized leader and preeminent source for innovation, education, and research in property appraisal, assessment administration, and property tax policy. We will serve the profession by developing the standards, techniques, and procedures used to maintain accurate property values; the research programs to remain preeminent; the education programs to teach others; the programs for professional designation of assessment personnel to recognize excellence; and the technical assistance and research programs to be the international source for property appraisal, assessment administration, and property tax policy.

IAAO REPRESENTATIVE MISSION, PURPOSE & RESPONSIBILITIES

Mission

To promote the goals and objectives of IAAO by disseminating information, recruiting new members, and serving as liaison between the IAAO Executive Board and all members.

Purpose

The IAAO Representatives represent members in all areas of property valuation, property tax administration, and property tax policy, and provide outreach to existing and potential members. This includes increasing and retaining membership. IAAO Representatives are the “sales force” of IAAO showing people how the Association is able to serve. The Representatives should give constant feedback to the quality of services provided by the Association. The IAAO Representatives should understand the mission, commitments, philosophy, and vision of IAAO. They must be knowledgeable about the Association and articulate in delivering the Association’s message.

Appointment Process

- By May 1 of each year, the affiliate or chapter choosing to select representatives shall notify headquarters of its selection.
- Affiliates and chapters can select up to two representatives with staggered terms.

Appointments for Affiliates and Chapters/Criteria

- The appointee must be a current IAAO member in good standing.
- The appointee must be a member of the affiliate or chapter that he or she would represent.
- The appointee must have taken IAAO courses.
- The appointee must attend, or have attended, the annual conference for rep training.

Appointments for Non-Affiliate Local Organizations/Criteria

- The appointee must be an IAAO member in good standing.
- Appointees must be members of the non-affiliate organization they would represent.
- The IAAO president has the option to appoint additional representatives for states, provinces, and countries.
- The selection process should be set up in such a way that representatives’ terms are staggered and that current representatives are allowed to serve their complete term.

Responsibilities of IAAO Representatives

The following are the responsibilities of the Representatives:

- Recruit new members.
- Deliver speeches and membership presentations.
- Write articles for association newsletters at local, state, chapter or international levels.
- Write letters to prospective and current members.
- Set up IAAO displays at conferences & meetings, in assessment offices and other public places where assessment personnel congregate.
- Encourage participation in the IAAO Awards Program.
- Encourage current members to renew their membership.
- Contact list of expired members to inquire about renewal.
- Submit quarterly reports to IAAO.
- Attend quarterly Rep conference calls.
- Encourage members to become candidates of the Professional Designation Program.
- Encourage members to access the IAAO website for information.
- Post to social media sites to further interest in IAAO.
- Encourage members to utilize IAAO benefits and services.

To be eligible for reappointment, you must have an activity point total for your one-year term greater than 1,000 (for point values of each activity, refer to the *IAAO Representatives Incentive Plan* section). If a state, province or chapter has not nominated an individual for IAAO Representative, and you are eligible for reappointment, your appointment must be approved by the IAAO President-Elect. Should you not have the minimum 1,000 points earned due to illness or special circumstances, the President-Elect will take this into consideration.

Your Role as An IAAO Rep

As IAAO's liaison to individuals in the assessment profession in your local area, IAAO Representatives are expected to:

- **Communicate** IAAO news and information to your colleagues.
- **Report** your region's news and information to IAAO headquarters.

Types of information that IAAO headquarters is interested in knowing include:

- New property tax legislation and pertinent court decisions. The *Assessment Journal* has a column of legislative news, please forward to Director of Publications at robison@iaao.org.
- Personnel changes. If a colleague has retired, been promoted, or changed jobs, let us know. We would like to congratulate him or her on the changes by publishing the information in IAAO publications; forward to Director of Publications.
- The officers of your state/provincial/local associations and chapters. We would like to include these names into our database so pertinent mailings can be sent to them, and to publicize their appointments in IAAO publications forward to Chapter/Affiliate/Representative Manager.
- Meeting dates of state/provincial/local associations and chapters. IAAO compiles a calendar of all association meetings and chapter meetings across the country. It's helpful to know these dates in advance so we don't schedule meetings that conflict with them forward to Conference & Meetings Director.
- Education needs in your area and individuals who might act as coordinators for programs. IAAO has One-Day Forums that could make an excellent program for a local or regional chapter meeting forward to Education Manager.
- Any "hot topics" going on in your state, province, or country that will or could affect the assessment profession or professionals in your area. The information can help us plan conference programs and seminars forward to Director of Professional Development.
- Issues and concerns from the field that should be brought to the attention of IAAO's Executive Board forward to Executive Director.

QUARTERLY REPORTS:

Submitting the IAAO Quarterly Report Form is an easy way to let us know what is happening in your area. **Each quarter you will be expected to complete and return the Rep Quarterly Report form to IAAO Headquarters, Chapter/Affiliate/Representative Manager. You may also use IAAO's website to submit your report.** Forms can be found in Section 7 of this handbook, or on the IAAO website at IAAO.org, on the IAAO Representative's Page. IAAO Reps earn 100 points just for submitting a completed quarterly report!

1 st report:	Sept 1 – Nov 30	Report due Dec 31
2 nd report:	Dec 1 – Feb 28	Report due Mar 31
3 rd report:	Mar 1 – May 31	Report due June 30
4 th report:	June 1 – Aug 31	Report due Aug 1 (due to Sept. Conference)

Regions

Listed below are the states, provinces and countries assigned to the three IAAO regions.
You can find a list of all IAAO reps at: IAAO.org.

REGION 1	REGION 2	REGION 3
Alaska	Connecticut	Alabama
Arizona	Illinois	Arkansas
California	Indiana	Delaware
Colorado	Maine	District of Columbia
Hawaii	Massachusetts	Florida
Idaho	Michigan	North Carolina
Kansas	Minnesota	South Carolina
Montana	New Hampshire	Tennessee
Nebraska	New Jersey	Virginia
Nevada	New York	West Virginia
New Mexico	Ohio	
North Dakota	Pennsylvania	
Oklahoma	Rhode Island	
Oregon	Vermont	
Washington	Wisconsin	
Wyoming	Botswana	
Alberta	Cyprus	
British Columbia	Germany	
China	Greece	
Guam	Iceland	
Hong Kong	Latvia	
Korea	Lithuania	
Japan	Mauritius	
Mexico	Namibia	
New Zealand	Netherlands	
Philippines	New Brunswick	
NW Territory	Newfoundland	
Australia	Nova Scotia	
	Ontario	
	Pakistan	
	Quebec	
	Romania	
	Russia	
	Slovenia	
	South Africa	
	Spain	
	Turkey	
	Zambia	
	United Kingdom	
	Iowa	
	Missouri	
	Ireland	
	Manitoba	

IAAO Policy Statement on Lobbying

Because of IAAO's tax-exempt status as a 501(c) (3) organization, lobbying activities on behalf of IAAO members, including IAAO Representatives, is prohibited. However, the IRS has defined acceptable activities that do not constitute lobbying.

The International Association of Assessing Officers (IAAO) is a nonprofit, educational association. Its purpose is to promote the public good by strengthening the fiscal resources of government, by ensuring equitable taxation, and by promoting professionalism and standards in property assessment and taxation. As a means of achieving that purpose, IAAO supports the passage of any legislation designed to improve the qualifications and standards of those persons engaged in property appraisal since those appraisals directly impact on the assessment and taxation of property.

However, because IAAO is an organization exempt from taxation under Internal Revenue Code section 501(c)(3), it cannot participate in the drafting of or the lobbying for passage of proposed federal, state, or local legislation. IAAO and its members may engage in the following activities that the Internal Revenue Service has stated are not lobbying:

1. Making available the results of nonpartisan analysis or research.
2. Providing technical advice or help (that would otherwise be influencing legislation) to a government body, committee, or other subdivision in response to a written request by that group.
3. Appearing before, or communicating with, a legislative body about its possible decision that might affect the organization's existence, powers, duties, tax-exempt status, or the deduction of contributions to the organization.
4. Communicating with a government official or employee who is not a member or employee of a legislative body, unless the main purpose of the communication is to influence legislation.

Communications between the organization and its members about legislation or proposed legislation that directly interests the organization and its members unless the communication directly encourages its members: (a) to influence legislation or (b) to encourage nonmembers to influence legislation.

Spread The Word

Now that you know what's expected of you as an IAAO Rep, you'll want to get started right away! The following are some ideas on **how you can let others know about IAAO**:

- Request the videos *Voice of Value* or *Assessment Time* to play for colleagues. These informative and fun videos are great for both large and small groups.
- Display IAAO materials in your office where your colleagues can see them.
- Create an IAAO bulletin board in your office. Post IAAO brochures, course announcements, and chapter or affiliate information.
- Offer to make speeches about IAAO to state/provincial/local association and chapter meetings, government meetings, other appraisal and professional groups, and taxpayers and students.
- Display IAAO materials at local chapter meetings, and provide a link from your chapter's website to IAAO's website.
- At your local or chapter events, be available to answer any questions from interested persons about IAAO.
- Maintain a calendar of IAAO activities and other educational opportunities in your area and display it where your colleagues can see it.
- Write an IAAO column for your chapter or affiliate's newsletter, or submit an article for the *IAAO Fair & Equitable Magazine*. Send it to IAAO to be posted to the Rep Page on the IAAO website.
- Submit a press release to your local newspapers. (Refer to the sample PR in the *How to Disseminate Information about IAAO* section.)
- Give an IAAO report at every chapter or affiliate meeting.
- Set up an IAAO table at IAAO educational programs held in your area. Work with the speaker to identify when you might be able to address the class for 5 or 10 minutes. (At a refreshment break, for example.)
- Encourage members to utilize IAAO benefits and services, such as the IAAO website and the IAAO Library.
- Encourage participation in the IAAO Awards Program. Many individuals, jurisdictions and chapters deserve recognition for their outstanding achievements. As a Representative, you will be asked to publicize the Awards Program and encourage your colleagues to nominate their activities.
- Communicate the importance of the IAAO Code of Ethics and Standards of Professional Conduct, including USPAP. Display the IAAO Code of Ethics in your office to reflect how important IAAO standards are to you in your work.

To the assessment personnel in your area (both public and private), you will be known as the person in IAAO to whom they can turn for information about programs, courses, publications, and services. You may not have all the answers, but IAAO staff can assist you in answering any questions. Feel free to contact IAAO at 800-616-4226 (IAAO) with any questions.

Sample Press Release

FOR IMMEDIATE RELEASE
DATE

CONTACT: Your Name
888-555-4444
Your email

LOCAL ASSESSMENT OFFICER EARNS AWARD

Your Town, Your State — (Your name) has been appointed the International Association of Assessing Officers (IAAO) representative for (City), (State/Province). He/She will serve as representative until September (year).

IAAO Representatives are the volunteer liaisons between the association's board of directors and general membership. They are chosen for their commitment to professionalism and to the association. As an IAAO Rep, Ms. Doe will answer questions about IAAO membership, supply information about IAAO products and services, and relay any needs or concerns of assessment professionals to the international headquarters.

(Your Name) is an appraiser with the (Your Jurisdiction).

The International Association of Assessing Officers (IAAO) is a nonprofit, educational association. Its mission is to provide innovation and excellence in property appraisal and property tax policy and administration through professional development, education, research, and technical assistance. IAAO offers courses, workshops, and seminars; performs research; and provides technical assistance.

IAAO members subscribe to a Code of Ethics and Standards of Professional Conduct and to the Uniform Standard of Professional Appraisal Practice.

Six internationally recognized designations offered by IAAO represent the highest level of achievement in the field: the Certified Assessment Evaluator (CAE), the Residential Evaluation Specialist (RES), the Personal Property Specialist (PPS), the Cadastral Mapping Specialist (CMS), the Mass Appraisal Specialist (MAS) and the Assessment Administration Specialist (AAS).

If you would like IAAO to create a press release for you, contact the IAAO Marketing Department at 816-701-8126.

Resources Available from IAAO

- List of former members.
- List of non-member assessors and appraisers.
- Tool Kit
- List of current IAAO members in your state.
- List of non-IAAO members.
- Chapter/Affiliate information.
- Dates, times, and locations of IAAO courses in your state or province.

USEFUL TOOLS YOU CAN CREATE FOR YOURSELF

- Identify IAAO members in your state. Collect information from them about the products and services that would be of most interest to them.
- Create a prospect list or an Excel “database” of potential members in your state, province, or country (assessors, appraisers, fee appraisers).
- Identify assessors and appraisers recently elected or newly appointed.
- Identify private appraisal firms and their owners.
- Utilize membership resources provided by a local IAAO chapter or affiliate.
- Finally, be sure to share this information with IAAO! Please forward any information you acquired to IAAO Headquarters, Director of Membership.

IAAO BANNERS

IAAO has banners available for your upcoming conference or event. The banners are available free of charge to Reps on a first-come, first-served basis. To reserve a banner, contact IAAO Headquarters at least six weeks prior to your meeting.

IAAO MEMBERSHIP MATERIALS

IAAO offers a variety of membership promotional materials for your use, such as membership brochures, membership applications and other resources. We also supply Reps with “freebie” promotional items to give away at your booth or banner display. You may request IAAO banners or materials in one of two ways:

1. Simply contact the IAAO at 816-701-8138.
2. Complete the IAAO Banners and Materials Request Form (refer to the *Forms & Resources* section in this handbook.) Submission of the form is the preferred method for requesting these materials.

Please anticipate your needs for these materials, and provide IAAO staff a minimum lead-time of 6 weeks prior to your event in order for us to prepare materials for you. Reps may be asked to incur rush charges if packages must be mailed at priority rates.

Perks for Pros

IAAO is proud of the work of IAAO Representatives! Most associations find that one-on-one membership recruitment efforts are the most effective way to build membership. As IAAO Reps, you are key to IAAO's success in maintaining and growing our membership base.

We've established an incentive plan for IAAO Reps, based on a points-accumulated system, to recognize your efforts. Listed below are the incentive prizes Reps can receive for accruing activity points. IAAO Representatives gather once a year at the IAAO annual conference and that is when the incentive prize recipients are recognized.

Recruitment Incentive Rewards:

- 7,000 or more activity points—Gold Level Gift
- 4,000 to 6,999 activity points—Silver Level Gift
- 2,000 to 3,999 activity points—Bronze Level Gift

Incentive Program Guidelines:

1. The requirements for earning points for recruitment of a new member include:
 - The Membership Application must be received and processed at IAAO headquarters. In other words, the applicant must complete the application process in-full.
 - Your name (as the person referring applicant) must be clearly printed on the membership application. (Be sure to write your name on all applications **before** you distribute them!)
2. For Reps who are unable to attend the Rep meeting at the annual conference, awards will be mailed after the conference.

IAAO Awards Program

The purpose of the IAAO Awards Program is to:

- Recognize outstanding achievements by individuals and organizations in the field of property taxation and assessment administration;
- Encourage a high degree of professionalism in the field;
- Promote participation in IAAO's activities and programs;
- Focus public attention on the activities of IAAO and the achievements of IAAO members. Award recipients are recognized at the annual IAAO conference.

The IAAO Membership Staff selects the recipient for two awards, the Kenneth J. McCarren and Stacey Ford Awards. All other awards are selected by the Member Recognition Committee or the appropriate IAAO Committee.

KENNETH J. MCCARREN AWARD

Named in honor of the second IAAO president, Kenneth J. McCarren, this award is presented annually to an IAAO member who has accumulated the most points for the recruitment of new members in a given year. IAAO Representatives earn 400 points for recruiting a new member. IAAO defines a new member as an individual who has never had a record in the IAAO database as a member before.

STACEY FORD AWARD

This award is named in honor of former IAAO Membership Manager, Stacey Ford. The Stacey Ford Award recognizes the "Representative of the Year" who has made outstanding efforts to promote IAAO during his or her year of service. The award recipient will be chosen for his or her overall activities and achievements. The following criteria will be used to determine the recipient of this award: 1) the Rep must submit all four quarterly reports within 30 days after the quarter ends, and 2) the Rep must have earned points in 6 out of the 9 point categories.

*Activity points for IAAO Representatives are defined in the *IAAO Representative Incentive Plan* section of this Handbook.

Activity Points for IAAO Reps

Categories:	Points
<ul style="list-style-type: none"> ▪ Quarterly Reports: Submit fully completed within 30 days after quarter ends. 100 points each 	100
<ul style="list-style-type: none"> ▪ Chapters/Associations: Attend chapter or state association meetings 100 points per meeting up to 5 meetings 50 points per meeting after maximum 	100 50
<ul style="list-style-type: none"> ▪ Exhibit: Utilize the IAAO banner or membership information at a meeting 300 points per meeting up to 2 meetings 100 points per meeting after maximum 	300 100
<ul style="list-style-type: none"> ▪ Articles: Write an article about IAAO for a publication 300 points per article up to 5 articles 100 points per article after maximum 	300 100
<ul style="list-style-type: none"> ▪ Presentations: Present a report that promotes IAAO 300 points per presentation up to 10 presentations 100 points per presentation after maximum 	300 100
<ul style="list-style-type: none"> ▪ Membership Mailings: Must mail at least 30 pieces at own expense 200 points per mailing up to 5 mailings 100 points per mailing after maximum 	200 100
<ul style="list-style-type: none"> ▪ IAAO/Regional Meetings: Attend IAAO meetings 500 points IAAO Annual Conference 300 points GIS/CAMA, Prep & Trial etc per meeting up to 3 meetings 200 points Regional Meeting 100 points per meeting after maximum 	500 300 200 100
<ul style="list-style-type: none"> ▪ Misc. Meetings: Any other meetings not defined in these categories in which you make a presentation about IAAO. 50 points per meeting up to 2 meetings 10 points per meeting after maximum 	50 10
<ul style="list-style-type: none"> ▪ Email Communications: Any email communications to a group of 10 or more you send as IAAO Rep to communicate on Rep/IAAO activities or events 100 points per email up to 5 unique communications 25 points per email after maximum 	100 25
<ul style="list-style-type: none"> ▪ Attend Quarterly Conference Calls: Must attend all four calls 	100

- **Contact list of IAAO expired members in your state:**

List will be provided to you in January by IAAO Staff

100

- **Post to Social Media:**

25 points per post
4 posts total, 100 maximum points

100

Recruitment Resources

MEMBERSHIP RECRUITMENT

New member recruitment is the lifeblood of any organization. IAAO defines new members as those who have never been members of IAAO previously. (The Membership Department staff can verify this information for you, by accessing our database.) The key to membership recruitment is being able to communicate the value of IAAO membership to others which isn't always easy. Hopefully, your experience as an IAAO member speaks for itself, and you feel comfortable talking about why IAAO membership is worthwhile to you. Membership recruitment can be as simple as sharing this experience with someone. Some examples include:

- How valuable your designation is to you in your work.
- An occasion that you used IAAO Library Services.
- An IAAO education program that enriched your professional knowledge.
- Colleagues who've helped you, particularly people you've met by virtue of being an IAAO member.

Following are some membership recruitment ideas that may be helpful to you:

- Ask your colleagues to join IAAO.
- Build a prospect file. Include new assessors, non-member assessors/appraisers, legislators involved in tax or assessment legislation, and elected/appointed officials involved in property tax.
- Send a personalized letter to those in your prospect file, inviting them to be members of IAAO.
- Be sure to follow-up your letter with a personal phone call.
- Invite potential members to attend IAAO chapter meetings where they will meet other IAAO members.
- Distribute your business card to potential members and encourage them to contact you if they have any questions about IAAO.
- Visit the classroom of all IAAO courses held in your area. Be sure to contact the instructor first to set up a time for your visit.
- Network with your peers! Enlist the support of other members in your area to contact potential members in person or by phone. Have a mini "phone-a-thon" or, simply invite potential members to dinner or a social outing.
- **If at first you don't succeed, try, try again!**

Retain, Maintain

A “non-renew” is defined as a former IAAO member who did not renew his or her membership. A member who does not renew because he or she was dissatisfied with IAAO membership is a walking testimonial against the association. On the other hand, a member who does not renew due to a job change or budget cuts, *and who is contacted by an IAAO Rep for peer counseling*, may become a loyal supporter of the association. Because it is easier to keep a current member than to recruit a new one, your membership efforts should also focus on retention.

Courteous and interested conversation with a non-renewing member may lessen or even erase negative feelings, setting the stage for membership renewal. Such an exchange may also highlight areas in which the association needs to improve. Try to encourage a former member to renew. If you are unable to talk to them in person or on the phone, send a personal note or a membership questionnaire asking them to tell us why.

Recruitment is only a part of the membership formula. The other part is retaining members by helping them realize the value of their membership. Members who are welcomed, advised and informed, involved and recognized, and who perceive value in their membership will renew year after year.

IAAO Membership Dues Structure

DUES INCREASE	Membership dues increased effective January 1, 2018 to \$210 for both Regular and Associate member categories.	
REGULAR	Is available to: all officers, officials, and employees of a governmental authority or jurisdiction who have any and all of their duties related to property valuation, property tax administration, or property tax policy; all persons engaged as individuals, or employees of an organization, who exclusively spend their time to provide professional services to governmental officers, officials, or offices of a governmental authority or jurisdiction in support of the property valuation, property tax administration, or property tax policy functions. Professional services to not include the providing of hardware, software, equipment or the sale of either goods or services t governmental agencies.	\$210 <i>(All dues quoted in U.S. dollars)</i>
Retired	Available to individuals who have retired from full-time employment and who have fifteen or more consecutive years of membership in IAAO. (This dues rate did not change from the previous year.)	\$80
ASSOCIATE	Is available to: all officers, officials, employees of governmental agencies who do not have any duties directly involved in property valuation, property tax administration, or property tax policy; all officers, administrators, employees and enrolled students of educational institutions; individuals involved in or interested in property valuation, property tax administration, or property tax policy; any member of any organization, group, or association, whether local, regional, national, or international, interested in property valuation, property tax administration or property tax policy.	\$210
Retired	An associate member who has retired from the assessment profession, but wishes to maintain IAAO membership. (This dues rate did not change from the previous year.)	\$80
AFFILIATE	Is open to groups or associations of public officials, employees or citizens interested in property valuation for property tax purposes, property tax administration and property tax policy.	\$210
	Effective January 1, 2016, IAAO will offer three new payment levels: <i>(Please note, these are PAYMENT LEVELS, not MEMBERSHIP TYPES.</i> <i>All Payment Levels will fall within either the Regular or Associate Membership Type.)</i>	
Student	This person must be enrolled as a full-time student at an accredited college, university or technical school with a professional interest in public finance or state and local taxation. Student payment level members shall receive all IAAO services and benefits electronically; they cannot serve on an IAAO committee; cannot run for an elected office or vote in any IAAO election.	\$50
Entry-Level	This is available to <u>new</u> members in entry-level positions of a governmental authority or jurisdiction that has their duties related to property valuation, property tax administration, or property tax policy; and who are interested in learning more through an IAAO membership and interaction with other IAAO members. This membership payment level shall receive all IAAO services and benefits electronically; they cannot serve on an IAAO committee; cannot run for an elected office or vote in any IAAO election. Maximum of three years in this payment level at which time the membership will be modified to full payment level.	\$150
Electronic	This membership payment level is available to new and existing members who shall receive all IAAO services and benefits electronically. All rights and benefits to be the same as a Regular or Associate Member.	\$190

Guidelines for IAAO Membership

GUIDELINES FOR IAAO MEMBERSHIP

Individual membership is not transferable. Example: if John Doe leaves for a new job, his membership goes with him because IAAO membership is based on the individual, not the organization. Suppose Jane Doe replaced John at John's former employer. Jane does not "take over" John's membership. Jane must apply for membership in order to become an IAAO member.

WHEN YOU NEED HELP

1. Contact IAAO.
2. Check the Representative's Page located on IAAO's website IAAO.org
3. E-mail your questions or concerns to IAAO headquarters through the website.
4. Call IAAO Headquarters at 800-616-4226.
5. A listing of IAAO Staff can be found at IAAO.org

IAAO Representative Appointment Process

Each assessment organization in a state or province can appoint up to two Representatives, or the President-Elect can appoint a Rep in the event that there is no appointment put forth by the organizations in a state or province. This concept was presented to the IAAO Executive Board, and the Board adopted this change in the IAAO *Procedural Rules*.

For your information, we've included a sample nomination letter along with the sample nomination form.

Should there be a vacancy, or the occasion when a state or province does not submit an appointment and there is no existing Rep, the President-Elect will be asked to appoint an individual for that state or province.

Please contact the IAAO Department of Membership if you have any questions regarding Rep appointments.

Sample Solicitation Letter



Greetings from IAAO!

As President of IAAO, I would like to invite you to participate in the IAAO state representative selection process. Chapters, affiliates and associations play a critical role in the assessment profession and this process shows IAAO's commitment to promoting greater participation and involvement.

Each assessment organization in your state, province or country can appoint IAAO representatives for one-year terms, based on your needs. The only requirements are:

- The nomination form attached should be submitted by August 1.
- The representative must be a member of IAAO and a member of your organization.

A representative's term is considered to begin September 1 thru August 31. As President, I will still have the option to appoint additional representatives for states, provinces and countries.

We are confident that the IAAO representative selection process will encourage greater participation and result in a better understanding of how IAAO can meet the needs of all members, including affiliates and chapters. The representatives will be your eyes, ears and voice at IAAO. We've attached a list of benefits and responsibilities of IAAO Representatives for distribution to your nominees.

We hope that you will assist your representatives as they express your views, concerns and aspirations, by funding their attendance at regional and international functions.

A list of your current representatives, along with the expiration of their terms, is attached. Please select no more than two representatives and list their names, contact information and qualifications on the enclosed Representative Nomination Form. You may re-nominate representatives whose terms are expiring. Please send it to the IAAO Membership Services Department by August 1.

Sincerely Yours,

IAAO President

IAAO Representative Appointment Form

DATE: _____

NAME OF ASSESSMENT ORGANIZATION

IAAO CHAPTER
 IAAO AFFILIATE MEMBER
 MEMBER #: _____

ADDRESS

CITY, STATE ZIP/POSTAL CODE

TELEPHONE	FAX	EMAIL
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CONTACT NAME

CONTACT TITLE

Each assessment organization may appoint up to two IAAO representatives for one-year terms. The representative(s) must be submitted on this form and must be a member of IAAO *and* a member of the assessment organization:

IAAO REPRESENTATIVE 1:			
LAST NAME	FIRST NAME	MIDDLE INITIAL	IAAO MEMBER #
TERM BEGINS (YEAR)		TERM ENDS (YEAR)	
IAAO REPRESENTATIVE 2:			
LAST NAME	FIRST NAME	MIDDLE INITIAL	IAAO MEMBER #
TERM BEGINS (YEAR)		TERM ENDS (YEAR)	

(In)Forms

On the following pages, you will find key forms that will help you facilitate your communications with IAAO. The forms include:

- **IAAO Banners and Materials Request Form**
- **IAAO Representative Quarterly Report Form**
- **Meet Your State Rep Form**

The forms are self-explanatory and contain specific instructions. If you wish to reference these forms on the IAAO website, simply click on the IAAO Representatives Page to access the forms. If you have any questions, contact the Chapter/Affiliate/Rep Manager.

You will find on the IAAO website the resources you'll need to do your job.



INTERNATIONAL ASSOCIATION OF ASSESSING OFFICERS

314 W. 10TH ST. ♦ KANSAS CITY, MISSOURI ♦ 64105-1616

816-701-8100 ♦ 800-616-4226 ♦ IAAO.ORG

CAE ♦ AAS ♦ CMS ♦ RES ♦ PPS ~ PROFESSIONAL DESIGNATIONS

IAAO BANNERS & MATERIALS REQUEST FORM

Name:		Title:	
Company/Jurisdiction:			
Address:			
City:	State/ Province:	Postal Code:	
Day Phone:		Fax:	
E-Mail:		Evening Phone:	

***Dates Needed:**

**Due to limited availability, please allow 30-60 days advance notice.*

Banner Needed: Yes No

Indicate your request	
Item	Quantity
<input type="checkbox"/> Promotional Items	
<input type="checkbox"/> Membership Applications	

If not submitting electronically, please mail/fax to:

IAAO, Membership Dept., 314 W. 10th St., Kansas City, MO 64105 ♦ FAX: 816-701-8149

FOR OFFICE USE ONLY		
Date Requested:	Date Sent:	Date Returned:
Authorized By:		
Damages:		

IAAO Representative Quarterly Report

THIS REPORT IS FOR THE FOLLOWING QUARTER:

____ 1st Report: Sept 1 – Nov 30. Report due Dec 31.

____ 2nd Report: Dec 1 – Feb 28. Report due Mar 31.

____ 3rd Report: Mar 1 – May 31. Report due June 30.

____ 4th Report: June 1 – Aug 31. Report due Aug 1.

REPRESENTATIVE _____

GEOGRAPHIC AREA _____

1. Meetings, Speeches, Displays

Category	Meeting or School Name	Date	Location	Number in Attendance
Meetings (List the full title if known)				
Speeches given during the quarter				
IAAO materials displayed				

Note: Please enclose photos, programs, workshop information, and lists indicating leadership changes in local associations.

If you need more space to complete this section, please specify the category and list on the back of this page.

If you would like for an IAAO officer or staff person to attend an upcoming meeting please call the Director of Membership.

IAAO Representative Quarterly Report (continued)

2. Articles you've written promoting IAAO

Title	Publication	Organization/Publisher	Date of Publication

3. New members you have recruited; Non-renewals who rejoined.

Name	Application Date if Known	Membership Type *

* Regular or Associate or Affiliate.

4. Mailings and email Communications*

Mailing or Email	# Of Individuals Sent To	General Description/What was the Purpose?

IAAO Representative Quarterly Report (continued)

THE FOLLOWING INFORMATION IS REQUIRED IN ORDER TO ASSIST IAAO STAFF IN RECOGNIZING MEMBERS IN YOUR AREA, PROMOTE THE ASSOCIATION IN GENERAL, OR TO PROVIDE DATA FOR RESEARCH PURPOSES. WHERE POSSIBLE PLEASE INCLUDE PAPERWORK, I.E. NEWSPAPER ARTICLES, LEGISLATION, ETC.

5. Please list personnel changes among IAAO members in your area, i.e. retirement, promotions, or job changes.

Member Name	Retired *	Promoted *	Moved *	Former Job	New Job

* Please place an "X" in appropriate column

6. If there is not an IAAO chapter in your area, are you and colleagues interested in forming a chapter?

7. Is your legislative body currently meeting, or has it recently met? If so, please summarize any proposed legislation affecting property assessment or taxation below. Attach copies of Bills or Acts if available.

8. Please list the publication name and article title of any newspaper or magazine story concerning property assessment and/or taxation in your area, and attach a copy to this report.

9. Any other information that you wish to report:

Meet Your State Representative

Please submit the following: (1) a completed Meet Your State Rep form; (2) an updated resume; (3) a photograph.

PERSONAL INFORMATION

Name:		IAAO Member #:	
E-mail:		Daytime Phone:	

Length of Membership in IAAO:	
IAAO Professional Designation:	
Length of term as State Representative:	

PROFESSIONAL INFORMATION

Title:	
Company/Jurisdiction:	
Number of Years:	

Please answer the following questions on a separate piece of paper and attach.

1. Please list IAAO Activities:
2. Offices held in the IAAO State/Provincial or Chapter Organizations:
3. Why did you accept the appointment of State Representative?
4. Please list your accomplishments as State Representative:
5. Please list the most valuable benefits of your IAAO membership:

Please provide some form of contact information to be provided in our publication to allow members to reach you:

Statement of Certification

I certify that these statements, answers, and submitted information are true to the best of my knowledge and belief. I hereby authorize any education institutions, employer, or organizations to release all information to IAAO which may have a bearing on the purpose of this application. A photocopy of this authorization will be considered as effective and valid as the original.

Signature: _____

Date: _____

Please submit all documents with this application to: IAAO, Publications Department, 314 W. 10th Street, Kansas City, MO 64105 ♦ FAX: 816-701-8149.