

## Super Member Guidelines

Being a Super Member is a distinguished position in the Community groups. The volunteers filling these positions should have a positive attitude toward ACerS and toward the Group and have a desire for the betterment and success of both the Group and ACerS. The Community Group's success is fostered through thoughtful discussion, sharing of information that furthers group members' knowledge and promotion of the Ceramics and Glass Industries in general.

Below are some guidelines to follow when committing to this position:

- Start a conversation/post 1-2 times a week at minimum. Tag other member(s) in these posts, if applicable.
- Respond/comment on posts that are 2-3 days old with no responses. Example responses could be to tag an individual who may have the answer/good feedback; respond with the answer and perhaps an added question, if applicable; tag or alert an ACerS Staff member if applicable; "Good question! I am not sure if there is a good answer at this point."
- Pose questions in your responses that might prompt other members to get involved in the conversation.
- Help the moderators keep posts and comments on topic by steering the conversation back to the content of the original post.
- Assist the moderators by flagging inappropriate posts.
- Periodically ask the other members of the group what their experience has been in the communities. Ask for suggestions as to how the Group could be improved. Pass these suggestions along to the moderators.

We encourage you to commit to volunteering to be a Super Member for 6 months at a time and then reassess. If you do not feel you can meet the guidelines shown above, or would like to amend your commitment term, please alert a moderator as soon as possible so that another Super Member might fill in.

We are excited for you to join our new ACerS Member Community as a Super Member! Please let us know of any feedback you may have regarding the Super Member experience.