

SHARED SERVICES OVERVIEW

Overview of the Shared Services Model

The Red River Regional Council (RRRC) has established shared services agreements with development-focused organizations serving northeastern North Dakota. This model centralizes key administrative functions—including staffing, human resources, benefits administration, fiscal management, and hybrid communications—and delivers them across multiple partner organizations. As a result, organizations gain efficiency, consistency, and reduced administrative overhead compared to operating independently.

Partner organizations typically enter into three-year agreements, providing stability in roles and responsibilities and a defined timeframe to evaluate performance and outcomes. These agreements also allow for adjustments in response to unforeseen circumstances.

Cost Structure Overview

Costs include all direct partner expenses (salaries, fringe benefits, travel, and program costs), with salaries based on market competitiveness, comparable roles, and specialized skillsets. A 15% indirect rate supports RRRC's centralized administrative services.

Consistent with its regional mission, RRRC does not include a profit margin in these agreements. Contract costs may be adjusted if significant unforeseen expenses arise, such as substantial changes in employee benefits or other required costs.

Organizational Structure and Roles

RRRC provides contracted staff support, with all personnel operating under RRRC's policies, procedures, and benefits structure. Partner organizations retain full governance authority and budget autonomy, ensuring local control of mission and priorities.

Refer to the accompanying table for detailed roles and responsibilities.

Hiring, Performance Evaluation, and Personnel Oversight

Partner organizations participate in hiring through a committee that assists with job description development, salary range discussion, and candidate selection.

Performance evaluations are conducted collaboratively by the RRRC Executive Director and partner leadership. The RRRC Executive Director retains final authority on personnel matters.

In extraordinary circumstances—including complex employee needs (e.g., performance

challenges, accommodations, workplace conflicts, or extended leave) or misconduct—the Executive Director engages the RRRC President and partner organization President, with legal counsel consulted as needed.

Collaborative Team Structure

This model provides access to a unified team of professionals who collaborate while maintaining defined areas of focus. Bi-weekly virtual meetings and quarterly in-person sessions foster alignment, innovation, and shared problem-solving across all partner organizations.

Shared staffing allows for service continuity during employee absences and expands access to networking and professional development opportunities across the full team.

Shared Resources and Tools

The model enables shared investment in tools for design, project management, time tracking, and research, improving efficiency and quality. Organization-specific tools or services are treated as direct expenses to that organization.

Benefits to Employees and Partner Organizations

The model provides consistent benefits, standardized policies, and centralized administrative support. Employees gain stability and clear expectations, while partner organizations reduce administrative burden and access qualified staff—allowing all parties to focus on core missions.

Why This Model Works

- **Scalable, cost-efficient support** — Expand capacity without increasing administrative complexity or overhead.
- **Strength in a collaborative team** — Leverage the expertise of a high-performing, multidisciplinary team of 10 professionals supporting all partner organizations.

Summary of Roles and Responsibilities

Partner BoD	Contracted Primary Staff	Fiscal and Administrative Management	RRRC Executive Director and Team
Prepare for, attend, and engage in Bod mtgs and special events, cultivate new board members	Primarily responsible for implementation of the partner organization's strategic plan and achieving its goals in partnership with the BoD, stakeholder groups, and partner organizations	Manage partner organization funds and provide monthly accounting reports. Manage banking/relationship accounts. Manage fiscal sponsor relationships as needed.	Mentor and manage employee relations. Convene bi-weekly and quarterly team meetings to collaborate and learn from the team and proactively plan for upcoming events and workload support.
Develop and approve a strategic plan and annual action plan	Continual professional development on relevant topics and strategies	Assist in preparing meeting packets, take and prepare minutes, prepare financial reports and assist with developing annual cash flow projection and budget	Strengthen the talents of the team through strengths-based focused work and planning whereby leveraging the talents of the entire RRRC team to achieve shared goals
Review and approve policies relating to fiscal management, bylaws, special programs offered	Develop and implement communications plan which includes an annual report	Provide required organizational audit information	Provide staff coverage in the absence of the primary contracted staff
Be a positive advocate and influencer for the organization, its goals, activities, and achievements	Comply with the RRRC's personnel policies and procedures. Maintain a high level of professionalism, positive demeanor, and impact focused.		
Provide fiscal oversight, annual budget development, and align resources with goals	Reports to the RRRC Executive Director		

EMPLOYEE BENEFIT SUMMARY

- **Leave Benefits**

- 11.5 paid holidays
 - New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Eve Day (1/2), and Christmas Day
 - If a holiday falls on a Saturday or Sunday, the holiday observed on the preceding Friday or following Monday.
- 1 day/month sick leave
- Graduated scale of annual leave based on length of service
 - 0-3 years, 8 hours
 - 4-7 years, 11 hours
 - 7-11 years, 14 hours
 - >11 years, 16 hours
- 1:1 compensatory time for overtime hours worked
- Jury, sick, witness, bereavement, inclement weather

- **Insurance Benefits**

- 100% employee (single) insurance
 - Medical: BlueCare Platinum 80 / 250
 - Dental: BlueDental Essential 50 / 1,000
 - Vision: BlueVision Essential SG
- 90% employee spouse and/or dependent(s) medical insurance. Optional family dental and vision can be purchased at the employee's expense.
- AFLAC - employee funded
- \$10,000 term life insurance
- Workers Compensation Insurance

- **Retirement Contribution**

- 10% employer funded contribution following 6-month probationary period

- **Additional Benefits**

- \$40/month mobile phone allowance
- \$250/year wellness benefit
- Flexible Savings Account - employee can make a pre-income tax deduction from their paychecks to fund eligible healthcare and childcare expenses

- **Primary Office Location**

- Chase Building, Grafton. Planning to relocate to The Reyleck in Q4 2026.
- Generally, occupancy costs are included in the 15% indirect rate.
- Remote and/or hybrid work options (if approved)