

Sample Chapter Administrator Job Description

Based on the answers to the above questions, the Chapter Board can develop a Chapter Administrator Task List/Job Description. Below is a sample that can be tailored to your chapter.

GENERAL ADMINISTRATION

- Support the **[CHAPTER]** organizational identity with a headquarters office in **[CITY, STATE/PROVINCE]**, including telephone, fax, e-mail address and professional staff. Office facilities to include access to a conference room, office furniture and equipment, computers and Microsoft Office Suite of software, printers, scanner, calculators, copier, video player, telephones, voice mail, two fax machines (inbound and outbound), daily file server backup, broadcast email capacity, mail-room equipment, and Internet connections needed within the context of this action plan.
- Provide a friendly and timely response to all telephone calls, faxes, email and routine correspondence from officers, members, prospects, corporations, suppliers, and others interested in the work of **[CHAPTER]**, directing applicable inquiries, correspondence and messages to appropriate **[CHAPTER]** officers or committee chairs. Follow up on suggestions and complaints by passing information to the appropriate officer, director or committee chair when necessary. The office is open **[DAYS AND TIMES]** (i.e. weekdays from 8:30 a.m. to 5:00 p.m., (Eastern/Central/Mountain/Pacific) Standard Time, Monday through Thursday, and 8:30 a.m. to 4 p.m. on Friday. Fax, voice mail, and email are available 24 hours a day.) Provide a voice mail system, which includes an individual **[CHAPTER]** voice mailbox.
- Provide in-office files and storage for active files, forms, records and supplies used on a daily basis, such as stationery, working files, directories, and other publications, products, videos, etc. Historical records, extra publications and products, and large bulk items will be placed off-site in climate controlled on-site storage as necessary.
- Provide routine mailing and shipping operations, and supervise high-volume mailing and shipping services through an outside mail house. Provide routine photocopying services. Review current administrative activities with the **[CHAPTER]** president to ensure that all matters are being handled smoothly and efficiently. Provide the officers and directors with counsel on additional management activities to strengthen and expand the quality of services provided to **[CHAPTER]** members and the profession. Notify the **[CHAPTER]** president of inefficiencies in current management practices with alternative suggestions for improvement when appropriate. Arrange for consultation with legal counsel when necessary and as approved by **[CHAPTER]** leadership. Negotiate for printing, delivery, credit card fulfillment, e-commerce,

broadcast email, accounting, legal and other infrastructure services with our network of providers, securing the best quality and value for **[CHAPTER]**.

- Maintain working supplies inventory and a stock of **[CHAPTER]** letterhead, envelopes, business cards, stationery, brochures, etc. Arrange for mass printed material to be produced upon request, to be reviewed and approved by **[CHAPTER]** leadership.
- Maintain and update membership materials, process new membership applications according to **[CHAPTER]** procedures, and send out welcoming packets. Be sure that new members are recognized in the newsletter, and forward new member information to membership and/or newsletter chairs as directed. Send out renewal notices by either email or regular mail, according to **[CHAPTER]** procedures, and process as they are returned by members. Send additional dues reminders to delinquent members.
- Act as liaison between the chapter office and international headquarters. Insure that all reports required by headquarters are delivered on deadline, based on timeline and content provided by **[CHAPTER]** leadership.
- Track and keep records regarding scholarship activity.
- Communicate with the membership via email and regular mail as directed by **[CHAPTER]** leadership. Maintain a calendar of events, with appropriate links and deadlines.
- Collaborate with the membership chair to develop membership campaigns and retention programs, and to help develop a meaningful portfolio of membership benefits.
- Engage with the board and/or association's legal counsel should the need arise. Assist in making arrangements for insurance coverage for the association and officers' and directors' liability insurance if requested. Provide suggestions for financial and investment planning professionals upon request.
- Assist in nomination and election process for officers and directors as requested.
- Follow policies and procedures set down by the **[CHAPTER]** leadership in fulfilling its duties.

DATABASE MANAGEMENT

- Maintain the records and files of the society as directed. Communicate with international headquarters regarding membership list.
- Maintain lists for board of directors and committees, and other lists as needed.
- Provide membership reports for conference calls and board meetings.
- Provide requested reports to designated officers, directors and committee chairs.
- Protect the security of membership data and enforce board regulations regarding the sharing of membership information. Be sure that data is backed up weekly and stored off-site, per management company practice.

FINANCIAL/ACCOUNTING SERVICES

- Receive and promptly deposit funds paid to the association for member dues, programs, conference income, advertising and donations.

- Process requests for reimbursement after they have been presented to and approved by the board of directors.
- Maintain checking and savings accounts, journals and ledgers and all information pertaining to these accounts, recording all deposits and reconciling bank statements. Monitor and maintain information regarding any investments, and manage funds according to **[CHAPTER]** policies. Notify the treasurer of upcoming reinvestment dates.
- Keep general ledger according to **[CHAPTER]** budget line items. Pay invoices in a timely manner as directed by **[CHAPTER]** leadership.
- Process checks and credit card payments received, and follow up on bounced checks and credit card denials.
- Monitor any receivables and send out re-bill notices. Notify **[CHAPTER]** treasurer about past due receivables.
- Collect and report on income from dues, advertising, events and other revenue activities. Provide general financial reports and other information to leadership following **[CHAPTER]** events as requested.
- Assist treasurer in preparation of the annual budget as requested.
- Keep bank signature cards current.
- Assist treasurer or CPA retained in preparation of the annual audit and filing of annual IRS Form 990. Coordinate with **[CHAPTER]** leadership regarding IRS correspondence. Mail out W9 forms and 1099 forms as necessary.

WEBSITE

- Evaluate current service provider and organize a move to new server platform if necessary.
- Make recommendations for and implement a cost effective, efficient means of offering e-commerce for new membership applications/renewals and event registration.
- Work with board members to improve interactivity and provide more robust content.
- Recognize sponsors in a timely fashion on website.
- Create and post monthly newsletter on website 10 days prior to meeting date, based on timely receipt of materials from officers and committee chairs.
- Provide support to designated webmaster to maintain and update the **[CHAPTER]** website.
- Continually recommend Web site content and features.

BOARD AND COMMITTEE SUPPORT

- Maintain a current roster of officers and board members. Provide administrative assistance to officers, directors and committee chairs as requested. Schedule conference calls as needed. Provide board member notebook to incoming directors, content to be provided by **[CHAPTER]** leadership.
- Make arrangements for and attend monthly board meetings, including in-person meetings.

- Email board packets (agenda, minutes and requested items) prior to meeting based on timely receipt of information. Bring an additional five sets to board meetings, and assist the chapter president with other meeting materials as needed.
- Assist secretary in distributing minutes to officers and directors.
- Provide monthly financial reports to chapter treasurer by the 10th of each month based on timely receipt of monthly bank statements.
- Assist president in preparation of the agenda and any other printed meeting materials, including reports on financials, membership statistics, committee activities and conference planning.
- Provide support to committees by distributing information to committee members and maintaining records of committee reports and activities.
- Work with the board to develop a strategic plan for the association.

CONFERENCE AND MEETING SUPPORT

- Record all registrations received online, in the mail or via fax.
- Provide pre-registrations lists as requested.
- Maintain lists of vendors and exhibitors, and work with committee to sell exhibit space.
- Maintain records of donations, gifts and sponsorships.
- Prepare attendee and exhibitor badges and assist in printing and delivery of handouts.
- Process refunds for cancellations made according to chapter policy. Prepare post-conference attendance report and financial report.
- Work with the vice president of administration and the program chair to coordinate meeting space, food and beverage service, and audio visual equipment if needed.
- Record all registrations received online, in the mail or via fax. Note any special requirements of attendees, and fulfill special meal requests as needed.
- Provide pre-registrations list as requested. Supervise on-site registration and coordinate volunteers at registration desk.