Title: Chapter Administrator
Reports to: Chapter President/AFP Arkansas Chapter Board of Directors
FLSA Status: Contract
Position Status: Part-Time
Salary: $15 to $17 an hour
Updated: December 2021

Summary: The Chapter Administrator is responsible for record keeping, general duties of the organization and directly working with the board and members to ensure the success of the Arkansas Chapter.

Interested applicants should send resume and cover letter to afp@afpark.org

In the performance of their respective tasks and duties are expected to conform to the following:

1) Perform quality work within deadlines with or without direct supervision in accordance with AFP values.
2) Interact professionally with members and external customers.
3) Work effectively as a team contributor on all assignments.
4) Work independently while understanding the necessity for communicating and coordinating work efforts with others.

Essential Duties and Responsibilities: The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned. Individuals in this position may occasionally work irregular hours as necessary.

Responsibilities could include:
GENERAL ADMINISTRATION

- Manage Support the AFP Arkansas Chapter organizational accounts, storage units, and supplies.
- Provide a friendly and timely response to all telephone calls, email, and routine correspondence from officers, members, prospects, corporations, suppliers, and others interested in the work of AFP Arkansas Chapter. Directing applicable inquiries, correspondence and messages to appropriate AFP Arkansas Chapter officers or committee chairs. Follow up on suggestions and complaints by passing forwarding information to the appropriate officer, director or committee chair when necessary. This position is structured for 15 - 20 hours per week, 60 - 80 hours per month.
- Record keeping: Provide storage space for both digital and physical records. This includes: Provide in-Office and digital 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.
- 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 AFP Arkansas Chapter president. President to ensure that all matters are being handled smoothly and efficiently. Notify the Chapter President of inefficiencies in current management practices with alternative suggestions for improvement when appropriate.
- Provide the officers and directors with counsel on additional management activities to strengthen and expand the quality of services provided to AFP Arkansas Chapter members and the profession.
- 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 AFP Arkansas Chapter.
- Maintain working supplies inventory and a stock of AFP Arkansas 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 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 on the slide at the monthly education session. 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. Ensure 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.
- Assist in nomination and election process for officers and directors as requested.
- Follow policies and procedures of the chapter.

DATABASE MANAGEMENT

- Maintain the records and files of the chapter as directed. This includes ensuring all chairs have accurate file management on the shared drives.
- Communicate with international headquarters regarding membership lists.
- Maintain lists for board of directors and committees, and other lists as needed.
- Provide requested reports to designated officers, directors and committee chairs.

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 a 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 insufficient fund checks and credit card denials.
- Monitor any receivables and send out re-bill follow up notices. Notify AFP Arkansas 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 any audits needed and filing of annual IRS Form 990. Coordinate with chapter leadership regarding IRS correspondence. Mail out W-9 forms and 1099 forms as necessary.

WEBSITE

- Make recommendations for and implement a cost effective, efficient means of offering e-commerce for event registration.
- Work with board members to improve interactivity and provide more robust content.
- Recognize sponsors in a timely fashion on the website.
- Create and post a monthly newsletter on the website 10 days prior to meeting date, based on timely receipt of materials from officers and committee chairs.
- Maintain and update the chapter website.
- Continually recommend website 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 and committee meetings, including in-person meetings.
● Email board packets (agenda, minutes and requested items) one week prior to meeting. Bring additional 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, EVENT AND MEETING SUPPORT

● Record all registrations received online or in the mail.
● Provide pre-registration lists as requested.
● Maintain lists of sponsors, vendors and exhibitors, and work with the committee to sell exhibit space and sponsorships.
● Maintain records of donations, gifts and sponsorships.
● Prepare attendee and/or exhibitor badges and assist in printing and delivery of handouts.
● Process refunds for cancellations made according to chapter policy.
● Assist Conference and Event Chairs in preparing a post conference/event report for sponsorships, attendance and finances.
● Work with the various committees to coordinate meeting/event space, food and beverage service, and audio visual equipment if needed.
● Record all registrations received online or in the mail. Note any special requirements of attendees, and fulfill special meal requests as needed.
● Provide pre-registration lists as requested. Supervise on-site registration and coordinate volunteers at the registration desk.

Other Duties and Responsibilities:

1) Carry out general office duties
2) Attend required board meetings, training and conferences.
3) Perform other duties as necessary or assigned.

**Supervisory Responsibilities:** This position does not have supervisory responsibilities.

**Education and/or Experience:** Other job related education and/or experience may be substituted for all or part of these basic requirements upon approval of the Chapter President and Chapter Board.

1) The candidate or employee should have the equivalent of a Bachelor's Degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) preferably in Business, Marketing, Communications or related field and two years’ experience in Business, or Marketing.
   a. The following are acceptable to substitute for the Bachelor's degree experience requirements:
      i. Associates Degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) preferably in Business, Marketing, Communications or a related field and four years of experience in Business, Marketing or Communications.
      ii. High School Diploma or GED and six years of experience in Business, Marketing or Communications.

**Knowledge, Skills, Abilities and Other Characteristics:**
1. Ability to communicate effectively, in oral and written format.
2. Excellent speaking and presentation skills.
3. Knowledgeable of current social media sites.
4. Familiarity with computer operations and software, including Microsoft Word and Excel and Google Docs.
5. Ability to work independently.
6. Ability to organize and prioritize work.
7. Ability to manage multiple projects simultaneously.
8. Ability to meet deadlines and operate office equipment.

Interested applicants should send resume and cover letter to afp@afpark.org