

Administrators Report

Prepared by: Carrie Cekerevac, FMC's Administrative Assistant

It has been a very exciting year here at FMC and a wonderful experience to work as your administrator. We have welcomed an increase in membership, made some certification changes and the overall office is running very effectively.

I would like to start by introducing myself as FMC's Administrator and tell you a little about my background. I started at FMC in June of 2003 as the Executive Assistant where I attended to; the day to day administrative operations, membership and certification administration. In June of 2005 I had left to explore other career opportunities and go back to school. In the fall of 2005 I took The Office Administration Executive diploma program at Conestoga College in Kitchener, Ontario. Some of the courses included Professional writing and presentation skills, Microsoft software programs, customer service, project management, business math, bookkeeping, database management and communications. During this time I was approached to work at FMC again on a part-time basis to take care of the administration needs and have been honoured to be back at FMC since then.

Some of my work history includes Administration for a marketing firm, Customer Service at a reputable life insurance company, Accounting for a computer company, Customer Satisfaction Manager at a coffee company, and a Credit and Collections Analyst at a leading waste and environmental service company.

In July of 2007 I was hired on at FMC full-time. This decision was made as the board felt it would be important for me to be available to our membership and to new members, on a regular basis. I was and continue to be energized about the opportunity to assist FMC.

Some of my activities include:

- responding to membership, certification, mediation and insurance inquiries
- processing membership applications
- certification administration
- processing renewals
- maintaining our database
- marketing to mediation professionals to join FMC
- processing deposits and maintaining financial records
- processing of brochure orders
- responding to board member requests
- website maintenance
- maintaining a filing system of daily transactions and all historic FMC documentation
- preparation of membership reports and maintaining membership records
- preparing invoices as required for payment
- providing membership verifications to insurance company
- processing webinar registrations as they arise
- Attending Board Meetings and taking minutes

- Remitting provincial dues
- Sending Resolve out to the membership
- Maintaining License agreement records
- FAMMA Awards administration
- Providing assistance to bookkeeper with financial records requested for year end audit
- Preparing and distributing of correspondence and reports
- Developing and managing membership renewal plan, including retention
- Submitting weekly reports of the admin. tasks I complete

I assist with the membership committee and with the Certification committee. During this past year I have created a marketing list of over 6000 mediation professionals throughout Canada to recruit new members. I spent time sending these professionals a potential membership letter, a complimentary copy of our Resolve magazine and a brochure order form. We have had steady success with this project and I was able to bring in \$2,621.50 in revenue.

In May of this year I had the opportunity to attend the AFCC Conference at the Westin Bayshore in Vancouver. FMC had an exhibit booth where I got the opportunity to network with mediators, tell them about FMC, hand out materials, business cards and FMC pens. With support from some of our BC members we were able to hold a daily basket giveaway draw; this lured guests to our booth to drop their business cards in a hat and win a gift basket. The business cards received at the conference provided FMC with the opportunity to send our materials to these mediators via email and get our word out there. FMC also donated a membership to AFCC's silent auction which also generated a new member. At the conference we held a wine & cheese FMC member reception with 88 attendees; it was great to meet and hear from our membership and get to know some of them on a personal level.

In March of 2008 we moved our files into the FMC Office at my home. I have been able to sort through all of our historical information and create a filing system so that all documentation is readily available to the board members and member's needs.

It is my pleasure to report that I am ready to take over the bookkeeping responsibilities for FMC. In March of this year I took a refresher course in bookkeeping to take on the position once our year end was complete.

This year I created a FMC catalogue of our inventory for the membership. This includes our informational brochures, FMC portfolio, FMC Wind shirts, FMC Golf shirts, FMC Executive pens, mediation videos, new member referral program, lifetime membership, resolve advertising and website advertising. I anticipate this to bring in some sales for FMC along with the chance for members to proudly showcase our items in their office.

Throughout the year various sources have contacted me regarding mediation training programs they provide to students. This has presented FMC the ability to send them FMC packages of our services and recruit new members.

I believe in what FMC does and am thrilled to be on board and help FMC grow. It has been an exciting and very productive year. It is my pleasure to serve as the FMC Administrator. I feel we are heading into another successful year and I look forward to working with you all. I am in the office Monday through Friday 9:00am-4:30pm eastern time to provide you assistance.

Respectfully Submitted by Carrie Cekerevac, FMC's Administrative Assistant