

Operations Manager's Report

Prepared by: Carrie Cekerevac, FMC's Operations Manager

It has been a productive year and great achievements have been made at FMC. I am honoured to have the opportunity to work with our membership, board of directors, provincial organizations and fellow colleagues. The FMC office continues to run efficiently and effectively.

This year I took on the responsibility of maintaining our books and have worked hard to enter our accounting and reconcile our records. I have welcomed the bookkeeper position.

On a day to day basis I manage the overall operations of the organization and some of my tasks involve attending to inquires from the membership, board of directors and the general public for mediation requests and inquiries about FMC's Services. I process the membership applications, renewals and the administration of certification applicants. I maintain our website and database of our membership, prepare reports and process registrations for webinars and workshops.

On a monthly basis I attend the board of directors and executive committee meetings and take the meeting minutes.

I also service on the Membership Committee and we have welcomed a vast increase in membership this year. I want to thank the membership for referring members. Marketing efforts to recruit new members are also being conducted by searching for mediators and like-minded professionals across Canada and sending them information about FMC. During this past year I have increased our marketing list to over 9000 mediators and professionals and this has resulted in \$2,610.00 in revenue for new memberships and brochure orders.

It has been another exciting year and I feel FMC is headed into flourishing times. I look forward to continuing to work with you. I am in the office Monday through Friday 9:00am-4:30pm Eastern Time. Thank you

Respectfully Submitted by Carrie Cekerevac, FMC's Operations Manager