



Questions? Contact

**CHRISTINE BELL**

Director, Member Services

and Chapter Support

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## CHAPTER SUPPORT PROGRAM

Chapter Administrators provide the services that enable Chapter leaders to focus on the tasks Chapter Leaders are best equipped for and are experts in handling such as membership acquisition, retention, and program development. Fulfilling these types of Chapter Administrator services also helps to alleviate administrative and logistical burdens, and enables Chapters to recruit officers and leaders more easily by reducing the workload required by Chapter leadership.

Experienced administrative support provides a critical function for the volunteer leadership of a Chapter. As leadership roles change yearly, the one constant can be an administrator, who provides continuity, compliance and context with regard to Chapter operations. Regardless of Chapter size, every Chapter should consider engaging an administrator to cover tasks such as event support, website management, database management, sponsor support and more.

We welcome the opportunity to discuss a package and pricing, as well as any a la carte services that may interest your Chapter.

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# CORE CHAPTER SUPPORT PROGRAM PACKAGE

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## MEETING SUPPORT

### ONLINE EVENT SET-UP

- Event Attendee Lists
- Event RSVP Management
- Electronic file of name badges/tent cards

### EVENT LOGISTICS

- Vendor Negotiation Assistance
  - Event space
  - Catering
  - In-kind sponsorships
- Event Meal Selections
- Event Email communications
- Post-Event Evaluations (electronic surveys) and summary of results communicated to the Board

### EVENT CPEs

- Pre- and post-CPE credit support for Chapters/events

## WEBSITE SUPPORT

- Website updates, including sponsor logos, upcoming events, Board members, etc.

## SPONSOR SUPPORT

- Sponsor packets, applications and tracking mechanism

## GENERAL CHAPTER OPERATIONS SUPPORT

- Introductory email to new Chapter members (within 48 hours of membership enrollment)
- Point person via phone or email for all member/sponsor questions
- Monthly board meeting support and virtual participation by Chapter Administrator  
(Available to Tier III / IV / V Chapters)
- Assistance with Board retreat planning (venue, agendas, etc.)
- On-site visit 1 to 2x/year for Chapter Meeting or Board Meeting

QUESTIONS? CONTACT CHRISTINE BELL, DIRECTOR, MEMBERSHIP AND CHAPTER RELATIONS.

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## À LA CARTE SERVICES

PRICE UPON REQUEST

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- Monthly name badges or name tents [printed](#) and [mailed](#) to Chapter representative
- On-site Chapter meeting management
- Processing and tracking of Chapter meeting/meal plan fees (outside of normal Chapter membership fees)
- Coordination of Student Academic Awards
- CFO of the Year Event Management
- Social Media Package
- Member Prospecting/Retention Campaign
- Tailored surveys, beyond monthly survey for Chapter meetings
- Media relations/outreach
- Creation of Chapter-specific collateral (print and/or electronic) such as:
  - Newsletters
  - Annual Directory
  - Formal invitations (design/printing)