



ZETA PHI BETA SORORITY, INCORPORATED **Scholarship • Service • Sisterhood • Finer Womanhood** **Mary Breaux Wright, International Grand Basileus**

NATIONAL HEADQUARTERS

Zeta Phi Beta Sorority’s Corporate Office or “National Headquarters” is the central point of administrative, financial and membership services for the sisterhood and the daily operations of Zeta Phi Beta Sorority, Incorporated.

Since joining the staff in September 2014, it has been my pleasure to serve under the administration of International Grand Basileus Mary Breaux Wright and to use my educational background, years of service to Zeta, and more than 25 years in Corporate America on behalf of the sisterhood. As the sorority approaches the end of another sorority year and our 2016 Grand Boulé, the headquarters staff is busy ensuring that the needs of the membership are being met. The current staff includes six full-time employees and three temporary staffers. The primary duties and services provided by National Headquarters include:

- Membership Services – Materials and New Member Processing
- Membership Services – Chapter Reporting and Membership Status
- Membership Services – Disciplinary Action
- Insurance Services, Risk Management, and IRS Requirements
- New Chapter Charters, Chapter Reinstatements, and Auxiliary Services
- National Programs Assistance and Administration
- Licensed Vendor Certification Program
- All Other Corporate Operations – Personnel, Supplier Management, General Financial Obligations, and Compliance Related Issues

Key Accomplishments: Sorority Years 2014 – 2015 and 2015 – 2016

Membership Services

- Membership Services Manager|Office Manager has executed the distribution of the 14th Edition of the National Handbook. More than 5978 handbooks have been distributed in new member packages or sold to the membership (chapters\individual orders) to date.
- Membership Services Manager|Office Manager has worked with Legal Counsel to revise and streamline Zeta Disciplinary Action processes, notifications, and documentation.

Insurance Services, Risk Management, and IRS Requirements

- Worked with the Insurance Broker and Legal Counsel to renew, modify, and align key components of Zeta Phi Beta Sorority’s Insurance Contracts.

- Worked with the accounting firm to implement a new method of reporting accurate Chapter EIN data and compliance with required 990 filings.
- Worked with the National Tamias and the accounting firm to ensure accurate and timely filing of required tax documents and participated as needed with the annual audit of Zeta Phi Beta Sorority, Incorporated.

Vendor Management – Certified Licensing Program

- Membership Services Manager|Office Manager has worked with Legal Counsel to renew and modify key components of Zeta Phi Beta Sorority’s Vendor Licensing Agreement.
- Along with Legal Counsel, conducted two webinars designed specifically for vendors and vendor coordinators.
- Under International Grand Basileus Wright’s administration, the Office Manager has sought to open communications with our vendors and to build trust and respect as we strengthen our brand and enforce our Zeta trademarks.

Supplier Management

- Membership Services Manager|Office Manager has continued to work with membership materials suppliers to improve delivery and timing of stock and inventory.
- Continues to work with other operational service providers to re-negotiate contracts and reduce service costs.

Personnel Management

- Supervised personnel within EEO, AA, OSHA, FLSA and Zeta’s Personnel Policy and Procedures and manages appropriate payroll processing functions.
- Created, regularly reviewed, and updated employee files as needed to ensure State and Federal forms compliance and comply with audit requirements.
- Participated with the District of Columbia Office of Employment Services to ensure compliance with all local employment laws.
- Coordinated staff training on topics of “Improving Customer Service Skills” and “Conflict Resolution.”

Other Daily Operations

- Membership Services Manager|Office Manager works with and manages staff daily to ensure data entry, manual reporting, and membership inquiries are researched and resolved.
- Since September 2014, more than 32,000 emails have been received by the Membership Services Manager|Office Manager. This number does not include the daily emails received directly by other staff members.
 - Headquarters daily mail volume averages 30 to 40 pieces per day
 - All members of staff assists with daily call volume answering phones continually throughout the day – 9 am to 5 pm.
- Office Manager and staff works to ensure that accounts payable functions, credit card transactions, and all other accounting reconciliation and invoice services are performed.

Technology

- Membership Services Manager|Office Manager has worked with Abila and IT to refine more than 146 “behind the scenes” Database Tables and ensure that appropriate data is being uploaded into the CRM system.
- Initiated appropriate testing phase and test scenarios.
- Coordinated staff training related to Abila CRM Systems.

Public Relations

Zeta Phi Beta Sorority has been represented via National Headquarters at the following events:

- Participated at ZOL 2015 as speaker and as office staff assisting with registration as needed.
- Represented Zeta at the “Preview Opening: Through the Independent Lens” of the Smithsonian’s National Museum of African American History and Culture extending “greetings” on behalf of International Grand Basileus Wright.
- Attended news briefing and public panel celebrating the 50th Anniversary of Medicaid and Medicare.
- Attended Congressional Black Caucus events
- Attended Black Women’s Agenda seminar and luncheon.
- Attended NCNW 80th Anniversary Gala and Assembly of Associates
- Attended the Smithsonian’s National Museum of African American History and Culture celebrating Freedom, Justice and Equality (emphasizing the 150th Anniversary of the 13th Amendment, 150th End of the Civil War, the 50th Anniversary of the Civil Rights Act of 1965)
- Attended the Black Women’s Roundtable Discussion (Preparation for Election 2016)
- Attended opening presentation for the National Association of Black Storytellers
- Various meetings with the Department of Health and Human Services along with the White House Council on African Americans to further promote and encourage ACA awareness and participation and an increase in overall civic engagement by women.
- Attended Southeastern Regional Conference, Great Lakes Regional Conference, Eastern Regional Conference and South Central Regional Conference (Handbook Sales)
- Various meetings and conference calls with our Avectra contact, IT Company and other vendors throughout the year.

Sisterly and Respectfully Submitted,

Rebecca Jackson

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