

PAYTECH

Chapter President Profile Meet Patsy Campbell, CPP President of the Greater Nashville Chapter

BY CAREN BENNETT

Like so many of us, Patsy Campbell, CPP, President of the [Greater Nashville Chapter](#), is navigating the many challenges presented by the COVID-19 pandemic.

“Being president during a pandemic has certainly been a learning experience,” Campbell said. “From working with our hotel partner to cancel in-person meetings to trying to find a way to host virtual meetings so our members can have access to education, adapting to these new circumstances has been challenging. However, our board has rallied together and worked out a game plan to benefit our members and community.”

While Campbell hoped to be able to celebrate National Payroll Week® in person, she also worked on a plan for a virtual celebration.

Despite the current challenges, Campbell remains dedicated to providing beneficial speakers, communication, and information to members and responding to their needs.

“We work hard at making sure our chapter members and community are at the forefront of our mission,” she said.

The chapter offers learning opportunities monthly, as well as study groups for those who want to sit for a certification exam or just learn more about payroll. It also has a help desk hotline that allows anyone to ask questions of the board. Since April, the chapter has offered monthly meetings at no cost and even added a bonus meeting to replace its canceled statewide event.

To help provide timely news and information to chapter members, Campbell relies on the APA website.

“Both the ‘Education & Certification’ and the ‘News & Resources’ sections have a lot of great information right at your fingertips,” Campbell said. “I would also recommend getting access to the APA Bookshelf publications.”

The chapter has an APA liaison officer who compiles all new information for the chapter meetings and website.



Patsy Campbell, CPP

Campbell is proud of the camaraderie among the Greater Nashville Chapter members.

“We have several long-standing members, which I think speaks to the value of our membership,” she said.

The fact that members bring their unique perspectives from different types of industries also makes for lively and informative conversations during meetings. Campbell and the chapter board are also proud of the APA recognition the chapter has received just about every year in various chapter contests, with awards ranging from honorable mention to first place.

Campbell said that the biggest thing she has learned while serving as President is the need for a

strong team of officers.

“I think the greatest reward of serving as President is not only the learning experience it provides, but the ability to work with the board and bring a fresh perspective and new ideas to different areas of the chapter,” she said.

One goal Campbell has for the chapter is becoming more technologically advanced. She would like to develop a chapter mobile app to conduct hybrid meetings (in-person and recorded for later viewing). Campbell is also working with the chapter board to become more active on social media.

Campbell earned her Certified Payroll Professional (CPP) designation prior to taking office, which was a personal mission.

“That was an achievement I have wanted for a long time but put off until I knew I was going to be President,” she said.

One thing people might be surprised to know about Campbell is that she has a fascination for unsolved mysteries and the paranormal. She also enjoys researching her family genealogy.

“Maybe I can find some ghosts there!” she said. ■

Caren Bennett is the Editorial Assistant for the Editorial Division of the APA.