



NATIONAL STAFF POSITION DESCRIPTION

Department: Chapter Services

Title: Assistant Director of Chapter Services

Reports to: Senior Director of Chapter Services

Position Summary:

The Assistant Director of Chapter Services is critical in the overall health and development of collegiate chapters and new chapters, serves as the primary contact for advisors, Fraternity/Sorority professionals, and Regional Support Team volunteers; acts as the project manager for all assigned chapters and is responsible for achieving strategic initiatives.

Key Roles (Essential Job Responsibilities):

- Must be knowledgeable in all areas of National and chapter/new chapter programming, policies, and procedures.
- Ensure all support and work products are in accordance with the mission and goals of the organization
- Manage Regional Support Team volunteers not limited to chapter/regional program clarification, assignment of tasks to address long-term chapter needs, , travel assignments, necessary removals, regular meetings and communication, reporting, as others as required to achieve regional goals.
- Collaborate with Director of Lifetime Engagement in making CAB and Regional Support Team appointments, ensuring all positions are filled, training and development, and necessary removals.
- Serve as managers and coaches for Chapter Advisory Boards – accountability, ATP completion, follow-through on chapter goals and initiatives, responding to requests/needs of CAB, and providing annual evaluations and feedback.
- Communicate regularly with Fraternity/Sorority Advisors, Chapter Advisory Boards, and Regional Support Teams to ensure chapter goals and expectations are understood and that necessary support and resources are being provided.
- Determine goals for National visits to chapters including developing chapter/new chapter visit objectives, training sessions (including advisors when appropriate), and retreats.
- Analyze chapter/campus statistics, trends, and performance then collaborate with Regional Support Team to develop and implement plans to achieve regional measures and benchmarks.
- Annually identify chapter support status designations and implement chapter support plans.
- Coordinate responses for any crisis management or risk management situations that may arise in collegiate chapters.
- Inform National Housing volunteers of housing issues/concerns and ensure timely and effective resolve.
- Ensure all chapters attend national programming such as Convention and Leadership programming, can fully implement all National Programming.

- Participate in Membership Review visits at the direction of the Senior Director of Chapter Services.
- Support chapters with Show Cause Presentations or Administrative Reviews.
- Hold chapters accountable for following NPC RFM during primary recruitment.
- Ensure all requests and chapter communications have received a response.
- Receive and approve/deny requests for special membership statuses.
- Participate in and come prepared for all staff meetings, regional conferences, and training sessions.
- Attends professional conferences on behalf of the National Organization.
- Travel at the direction of the Senior Director of Chapter Services making at least 5-6 chapter visits a semester plus professional meetings/conferences.
- Responsible for submitting monthly, semester and yearly reports to the Senior Director of Chapter Services by given deadlines.
- Other chapter advancement/strategic projects and programs as directed by the Senior Director of Chapter Services

Skills/Qualifications Required:

- Bachelor's Degree and at least 2 years of professional post-graduate work experience. Masters Degree in higher education preferred.
- Leadership, Training & Development, or Adult Education preferred.
- Experience working with volunteers and supervising others.
- Must be a self-starter; highly organized and detail oriented with the ability to manage multiple projects simultaneously; and able to work well with members and volunteers at all levels in the organization. Must possess excellent written, verbal and interpersonal skills. Must be proficient with Microsoft Office products and publications software programs.
- Able to analyze, design, develop, implement, and evaluate regional needs and respond in a manner which generates positive change and growth

Other Qualifications:

Membership in Sigma Sigma Sigma preferred but not required. The most important qualification for a career at Sigma Sigma Sigma are your own values – a commitment to excellence, enthusiasm for hard work, personal integrity, and a desire to contribute to a winning team.

Status: Regular full-time non exempt

Physical Requirements: Must be able to travel and lift up to 10 pounds.

Disclaimer: The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.