

# NATIONAL STAFF POSITION DESCRIPTION

POSITION TITLE | Director of Chapter Services

LOCATION | Location negotiable, National Headquarters, Woodstock, VA.

SUPERVISOR | Senior Director of Membership Experience

STATUS | Full-time Exempt

WAGE | 48,000-50,000

OFFICE HOURS | Monday-Friday 8-5 p.m. ET

## SUMMARY OF POSITION

The director of chapter services is critical in the overall operations, management, and development of collegiate chapters. They serve as the primary contact for collegiate department volunteers, collegiate members, and university administrators. The Director oversees the implementation of collegiate-related strategic initiatives including accreditation, membership experience, and shaping the future of the sorority.

## DUTIES AND RESPONSIBILITIES

- Hire, train, supervise, and conduct performance reviews for staff in the chapter services department
- Coordinate collaboration of all collegiate support systems (volunteer and staff) to ensure operations are sound and goals are being achieved
- Ensure all work products within the sorority are in accordance with the mission and strategic goals of the organization
- Responsible for ongoing development and evaluation of chapter operations, chapter accreditation, chapter reporting, billing, and membership statuses
- Lead department with new initiatives, policies and procedure changes, and programming which impacts collegiate operations
- Collaborate on harm prevention, individual member discipline, and crisis management.



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- Coordinate annual revisions and evaluation of collegiate resources and oversee development of new materials for chapter support
- Oversee the accreditation program: annual review process, statistical reporting, analysis of trends, revisions of standards, resource development, show cause presentations, and administrative reviews.
- Attends professional conferences on behalf of the National Organization
- Travel at the direction of the senior director of member experience and executive director
- Responsible for submitting monthly, semesterly, and yearly reports to council and senior director of member experience on program progress
- Other chapter operation projects and programs as directed by the senior director of member experience

## QUALIFICATIONS AND KNOWLEDGE

- Must be a self-starter, highly organized, and detail-oriented with the ability to manage multiple projects simultaneously and work well with members and volunteers at all levels in the organization. Must possess excellent written, verbal, and interpersonal skills, and a customer service mindset. Must be proficient with Microsoft Office products programs.
- Bachelor's Degree required and Master's Degree in college student personnel, higher education administration, or similar field preferred.
- Five plus years' management experience in working with membership organizations, student organizations, or similar.
- Demonstrated project management experience in a professional environment.
- Ability to effectively interact with a diverse student, staff, and volunteer population, and have the capacity for novel and creative issue resolution.
- Membership in Sigma Sigma Sigma or other fraternal organization preferred but not required.