



POSITION TITLE: Senior Director of Member Experience

LOCATION: National Headquarters, Woodstock, VA; Remote Negotiable

SUPERVISOR: Executive Director

STATUS: Full-time/exempt

OFFICE HOURS: Monday–Friday, 8 a.m.–5 p.m. ET

WHO WE ARE

Founded in 1898 at Longwood University in Farmville, Virginia, Tri Sigma is a national women’s organization. Through our values of wisdom, power, faith, hope, and love, we strive to provide exceptional experiences that will empower women to change the world.

SUMMARY OF POSITION

The Sr. Director of Member Experience is critical in the overall health and development of the journey of a member and oversees the growth initiatives, chapter services, and lifetime engagement departments. They oversee the implementation of member experience projects related to the strategic plan while facilitating communication across the organization.

DUTIES & RESPONSIBILITIES

- Hire, train, supervise, and conduct performance reviews for staff in the member experience department.
- Maintain and implement project management for areas within the strategic plan for the member experience team.
- Ensure all work products within the sorority are in accordance with the mission and strategic goals of the organization.
- Responsible for ongoing development, evaluation, and addressing unique situations with chapter accreditation, reporting, recruitment and growth, membership statuses, and others as created.
- Lead the extension process for the organization, receives NPC Bulletin, communicates with Executive Director and Executive Council about potential opportunities, and represents the sorority to college/university staff
- Act as a consultant on new initiatives, policies and procedure changes, and programming which impact member operations.



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- Assist in the growth strategy of the organization, including relationships with key stakeholders, managing the growth approach, and logistics for continued growth.
- Coordinate leadership responsibilities, including programs, initiatives, and policies related to member recruitment, retention, and engagement, and all phases for alumnae.
- Develop and maintain department budget.
- Utilize membership database to track engagement and member data.
- Stay abreast of innovations and developments within field and industry.
- Analyze trends in higher education for new development opportunities.
- Attend professional conferences on behalf of the organization.
- Travel at the direction of the Executive Director.
- Responsible for submitting monthly, semester, and yearly reports to Executive Council and Executive Director regarding program progress.

QUALIFICATIONS & KNOWLEDGE

- Must be a highly organized, detail-oriented self-starter with the ability to simultaneously manage multiple projects and work well with members and volunteers at all levels of the organization.
- Must possess excellent written, verbal, and interpersonal skills, and a customer service mindset.
- Must be proficient with Microsoft Office 365 programs.
- Bachelor's Degree required; Master's Degree in college student personnel, higher education administration, or similar field preferred.
- 7+ years' management experience leading teams or individuals.
- 7+ years' experience with membership engagement.
- Demonstrated project management experience in a professional environment.
- Ability to effectively interact with a diverse student, staff, and volunteer population, with the capacity for novel and creative issue resolution.
- Membership in Tri Sigma or other fraternal organization preferred but not required.



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