Delta Sigma Pi – Central Office

Job Description

Job Title: Operational Services Coordinator

Reports to: Director of Information and Operational Services

Primary Position Functions

1. Assist in management of day-to-day relationships with technology vendors (membership database, network consultant, web development, and others) to ensure they maintain focus on the projects/issues that are most crucial to the organization. Will be expected to develop over time a basic understanding for how the different pieces of our environment interact in order to identify the proper vendors to fix issues, and assist in the troubleshooting process.

2. Develop over time certain technical knowledge, such as basic SQL skills and basic Windows Server and network comfort, to be able to assist in troubleshooting of issues by both staff and members, as well as to be able to create reporting and query data to fulfil miscellaneous needs.

3. Assist in management of relationships with corporate partners, including working with the communications team and other staff to identify needs from the partners, and communicating with the partners to collect the necessary materials, commitments and approvals.

4. Working with the communications team, be responsible for building and sending partner emails based on the agreed upon schedules and with content provided by the partners.

5. Working with the communications team, make basic content updates to the website through Sitefinity CMS including updating partner pages, managing partner slider schedule, and assisting where otherwise needed.

6. Assist in seeking out new partnerships. Field initial inquiries from potential partners to determine legitimate opportunities. Assist in contract negotiations.

7. Assist in answering inquiries from members and leadership regarding usage of the various systems and troubleshooting challenges.

8. Suggest opportunities for improvement in processes throughout the office through creation of new or utilization of existing technologies to achieve smoother, more successful, and potentially automated processes.

9. Assist with management and maintenance of E-Learning materials, including development of presentations, managing a process of regular review of existing videos to ensure continued accuracy and relevance, and working with volunteers and staff to record new sessions and updates to existing videos.

10. Other duties as assigned by the Director of Information and Operational Services and/or the Executive Director.

Position Specifications

1. Ability and willingness to learn! Including but not limited to:
   a. Technologies (SQL, HTML, membership database, misc networking/computer management/web tools)
   b. Fraternity policies and procedures
   c. Chapter best practices and operations
2. Strong organizational skills.
3. Strong written and verbal communication skills.
4. Technology or business operations related degree.
5. Strong comfort level with Windows operating system, preferably including experience with Windows 8. Experience with Windows Server a plus, but not required.
6. Past fraternity/sorority experience strongly preferred, not necessarily Delta Sigma Pi. Experience in other membership and volunteer based organizations a good substitute.
7. Some knowledge/experience with HTML and/or SQL a plus, but not required.
8. Must possess a tactful, yet courteous phone demeanor and also will be polite and courteous to all visitors and guests of the Central Office.
9. Required to perform medium-level lifting and/or carrying for shipping or mailing requirements, as well as being required to frequently walk up and down stairs to obtain information, access files, etc.
10. Should possess a valid driver's license and have a good driving record.
11. Must be available and willing to travel to Fraternity events; including a biennial national convention located throughout the United States.

Training

All training will be provided as needed. If additional training is needed outside of the office, all attempts to accommodate such a request will be made.