

Delta Sigma Pi – Central Office
Job Description

Job Title: **Associate Director of Chapter Services**

Reports to: **Chief Operating Officer**

Position Summary

This position is responsible for executing the programs that provide support to consultative service to collegiate chapters and promotes chapter growth. These activities include developing a schedule of chapter visits to be conducted by Educational and Leadership Consultants and other staff, and coordinating the chapter and individual discipline process. This individual is also responsible for management of the Chapter Management Program and overseeing assistance and training on the Hub (online tool for chapter management and recognition programs) and other chapter tools and resources.

On a day-to-day basis, this position provides administrative supervision to the Educational and Leadership Consultants.

Responsibilities

1. Day-to-day management of the educational and leadership consultation program. These responsibilities may include, but are not limited to, the following duties:
 - a. Develop plans and schedules of chapter visits to be conducted by Educational and Leadership Consultants and other staff.
 - b. Assist in the creation and implementation of an annual plan for training new and returning consultants.
 - c. Review, write, and update presentation materials and other resources for use in the consultation process.
 - d. Manage the day to day activities of the Educational and Leadership Consultants
2. Using a combination of newly created and established benchmarks, review and report on ongoing chapter operations (CMP, membership goals, chapter finances, etc.) in cooperation with other departments and communicate with national leadership on chapter and membership statistics, status and action items.
3. Oversee the Chapter Management Program and assists members, staff and volunteers with questions and concerns regarding CMP and the Hub. These responsibilities may include, but are not limited to, the following duties:

- a. Review and approve/reject appropriate submissions as outlined in Fraternity policy.
 - b. Respond to emails and calls for support.
 - c. Create all associated end of year reports.
 - d. Supports general chapter services.
4. Coordinates national bylaws review volunteers and manages review process of all chapter submitted bylaws and policy documents.
 5. Assist with the volunteer driven process of determining qualified academic programs for membership.
 6. Correspond with volunteer leadership and school administrations on chapter and individual discipline issues. These responsibilities may include, but are not limited to, the following duties:
 - a. Investigate complaints and allegations as needed
 - b. Draft and distribute correspondence to schools, chapters and individuals.
 - c. Coordinate Board trial process and implement/execute decisions of the Board.
 7. Perform other duties as needed including, but not limited to, the following duties:
 - a. Represents the Fraternity on official tours of the Central Office facility.
 - b. Proactively volunteers to help other staffers accomplish their tasks as needs arise.
 - c. Performs other duties as assigned by the Chief Operating Officer and/or Executive Director, which may include contributing to the maintenance and upkeep of the Central Office facility and grounds, data entry and database maintenance, etc.

Qualifications

1. Bachelor's degree required.
2. Membership in good standing in Delta Sigma Pi is preferred.
3. Supervisory experience preferred.
4. Strong communication skills, both verbal and written.

5. The individual must have the ability to travel and work evenings and weekends.
6. A valid driver's license, is required at all times of employment.
7. This position is based out of the Central Office in Oxford, OH and the employee will be expected to be at this office location when they are not traveling. Exceptions may be negotiated with the Executive Director.

Environment

Role requires travel up to 25% of the time, including air travel and extensive driving. Individuals must maintain a valid driver's license and the ability to travel through all necessary means of transportation.

Headquarters facility is an air-conditioned, smoke-free, small business environment.

May be required to attend meetings on campuses or in facilities of various sizes and levels of accessibility.

Position is required to handle and lift boxes for shipping up to 50 lbs.

This role will include a non-traditional schedule, nights and weekends are required. The nature of the role will require work beyond a standard 40-hour work week at times.