

# Alpha Delta Pi

BE THE FIRST

## CHAPTER SUPPORT COORDINATOR

**DEPARTMENT:** Membership

**POSITION TITLE:** Chapter Support Coordinator

**GENERAL DESCRIPTION:** This newly created, full-time staff member joins the Membership Team at Alpha Delta Pi's Executive Office. The Chapter Support Coordinator will be aligned with one of our four Districts and will directly support a portfolio of approximately forty chapters. As a member of the Executive Office staff, special projects may be assigned as needed to support the broader membership base. These projects may be assigned as appropriate based on the individual's skills, strengths, and talents and could include opportunities to travel to engage with alumnae or collegiate members through presentations, workshop facilitation, or other sorority events. This is a contract position for either a one- or two-year term.

### Duties Performed

- Participate in training as offered to build strong knowledge of Alpha Delta Pi collegiate operations, policy, and procedures (5%).
- Provide support to aligned chapters through administrative diligence and relationship building. Chapter support to include (70%):
  - Facilitate regular virtual visits and provide officer support to all chapters within district.
  - Offer moderated networking opportunities for chapter officers to connect with each other.
  - Perform administrative functions for chapters within districts as assigned which may include assisting chapters in maintaining updated rosters in Pi Portal, releasing chapters for Initiation, and processing membership cancellations.
  - Facilitate and deliver workshops and training programs in partnership with staff members and volunteers.
  - Partner with volunteers and chapters to help establish and attain realistic goals.
  - Monitor chapters understanding of and adherence to Alpha Delta Pi Statements of Policy.
- Other duties as assigned to support Executive Office, organizational operations, and programming teams (25%).
- Potential travel to Grand Convention or other summer meetings as well as other events or conferences throughout the year as determined by supervisor.

### Expectations

- Consistently demonstrate through words, actions, and interactions, alignment with Alpha Delta Pi's values and strategic direction, focusing on the success of the organization.
- Demonstrate a positive, problem-solving mindset with a spirit of teamwork.
- Maintain high professional standards.
- Maintain the most current knowledge of organizational policies and operations.
- Be willing to offer and seek help whenever necessary.
- Maintain positive public relations within Alpha Delta Pi, among all entities, in contact with other NPC and NIC groups, university officials, vendors and others.
- Represent Alpha Delta Pi within related professional organizations as approved by supervisors.
- Promote a sense of pride in Alpha Delta Pi and a strong sisterhood across organization.

# Suggested Background and Experience

- Bachelor's degree required.
- Alpha Delta Pi membership required; preference will be given to applicants who were active, collegiate members within the past three years.
- Demonstrated project management and/or customer service experience.
- Significant knowledge of Alpha Delta Pi with chapter or Panhellenic leadership preferred.
- Ability and willingness to travel as a representative of the sorority when needed (travel will vary and is dependent on needs).
- Strong analytical skills, oral and written communication skills, sound judgment, and decision-making ability.
- Proactive, self-directed, and able to independently solve problems.
- Customer service oriented and ability to maintain confidentiality.
- Outstanding organizational skills, ability to multitask, and work under pressure in a dynamic environment.

**DEGREE OF SUPERVISION:** Moderate to High

**FROM:** Director of Collegiate Services

**COLLABORATES WITH:** Collegiate Services Specialists, District Team Volunteers

**EMPLOYMENT DURATION:** This contract position has a duration of 1-2 years

**EMPLOYMENT LOCATION:** Alpha Delta Pi's Executive Office in Atlanta, GA