

# Alpha Delta Pi

BE THE FIRST

## DIRECTOR OF COLLEGIATE SERVICES

**DEPARTMENT:** Membership

**POSITION TITLE:** Director of Collegiate Services

**GENERAL DESCRIPTION:** This full-time staff member joins the Membership Team at Alpha Delta Pi's Executive Office and supports many functions related to the sorority's collegiate membership experience. As a member of the Executive Office staff, special projects may be assigned as needed to support the broader membership base. These projects would be assigned as appropriate based on the individual's skills, strengths, and talents and could include opportunities to travel to engage with members through presentations, workshop facilitation, or other sorority events. This staff member will play a key role in further defining processes to support the collegiate membership experience.

### Duties Performed

- Supervise Collegiate Services team staff members including Collegiate Services Specialists and Chapter Support Coordinators. Serve as coach and mentor to staff members to ensure project deadlines are met and to facilitate accomplishment and achievement within their positions.
- Manage recruiting, hiring, training, and performance management for Collegiate Services team members.
- Partner closely with Collegiate Services staff members and district volunteers to support collegiate membership initiatives as they relate to the sorority's strategic plan.
- Promote and encourage strong partnership between Collegiate Services staff members and District Team Directors.
- Remain current on collegiate trends and best practices used on college campuses and by NPC sororities and share information with Collegiate Services team and district volunteers.
- Partner with Collegiate Services Specialists regarding chapter management and support.
- Partner with Senior Director of Membership to manage and execute sorority's extension and new chapter development efforts.
- Serve as escalation point for questions/inquiries received by Collegiate Services Specialists from university administrators, chapter members, advisors, and parents.
- Partner with Director of Education & Programs, Education and Programs Specialist, Collegiate Services Specialists, and district volunteers on risk reduction education and chapter accountability process for all chapters.
- In partnership with Collegiate Services team members, monitor statistics and membership data for chapters, including but not limited to scholarship, university and National Panhellenic Conference member group statistics, and chapter visit history. Provide statistical analysis as requested.
- Partner with the Marketing and Communications Team to assist in promotion of individual collegian or chapter accomplishments.
- Facilitate annual review of chapter and individual collegiate awards criteria and propose changes as needed; provide assistance as needed to Communications Coordinator during annual awards processes.
- Partner with Marketing and Communications Team staff to write and distribute collegiate specific communications as appropriate.

- Partner with the Marketing and Communications Team to prepare and review content for recurring communications to stakeholders: collegiate members, parents, campus partners and chapter alumnae.
- Partner with Executive Director and Chief Panhellenic Officer on National Panhellenic Conference related needs.
- Partner with Education & Programs department members and International Officers to develop programming specific to collegiate members as needed.
- Work closely with staff members to maintain collegiate membership records.
- Potential travel to Grand Convention or summer meetings (late June) as well as other events or conferences throughout the year as determined by supervisor.

## Expectations

- Ability to work independently and take initiative.
- Consistently demonstrate through words, actions, and interactions, alignment with Alpha Delta Pi's values and strategic direction, focusing on the success of the Sorority.
- Demonstrate a positive, problem-solving mindset with a spirit of teamwork.
- Maintain high professional standards.
- Promote the ongoing development of a service relationship with collegiate chapters, alumnae volunteers, International Officers, and all members of Alpha Delta Pi.
- 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 the organization.

## Background and Experience

- Bachelor's Degree; Master's degree in higher education administration or a minimum of 5 years' experience with membership engagement preferred.
- Minimum of 5 years' professional experience (relevant graduate work may be applied).
- Demonstrated project management experience in a professional environment.
- Knowledge of Alpha Delta Pi. Preferred Alpha Delta Pi collegiate officer or alumnae volunteer experience.
- Experience working in a cross-functional team environment or volunteer-based organization preferred.
- Ability and willingness to travel as a representative of the sorority when needed.
- 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

**FROM:** Senior Director of Membership

**EXTENT OF SUPERVISION GIVEN:** Moderate

**TO:** Collegiate Services Specialists, Chapter Support Coordinators

**STATUS:** Exempt

**EMPLOYMENT LOCATION:** This position is based at Alpha Delta Pi's Executive Office in Atlanta, GA.

Remote employment will not be considered.