



# Delta Gamma

1873

Job Title: **administrative specialist**  
Department: Legal and Operations  
Reports to: general counsel/director of operations  
FLSA Status: non-exempt; full-time (37.5 hours per week)  
or part-time (less than 30 hours per week)  
Location: Columbus, Ohio (not remote eligible)

Application Link: <http://bit.ly/EORecruitment>  
Application Deadline: January 30, 2022

**Job Summary:**

- To assist Fraternity and Foundation volunteers and staff with customer service needs, writing letters, producing reports, updating the membership database and other projects.
- To build and maintain a strong working relationship with the Executive Offices staff, Council and Cabinet.
- To perform assigned duties in conformity with the Constitution and policies of the Delta Gamma Fraternity and Foundation.

**Functions:** work with the Legal and Operations team to accomplish these functions as a team.

- Ownership of daily processing and distribution of mail.
- Manage check logs.
- Answer inbound telephone calls with a focus on excellence in customer service and support.
- Greet visitors for the Fraternity, Foundation and Fraternity Housing Corporation.
- Complete mailings for Council, Cabinet, Foundation and staff, as necessary.
- Review and respond to emails sent to official Delta Gamma cover email addresses.
- Create and update logs of emails, member information, etc. as needed using Excel and/or Google docs.
- Make changes to the database by updating information by individual members, alumnae groups, electronically, or post office updates.
- Manage the official Delta Gamma LinkedIn account by responding to messages, approving requests to join and connecting with members.
- Assist IT department by changing and securing member logins and passwords over the phone.
- Assemble and edit monthly team leader reports.
- Assist alumnae services with dues payments over the phone.

- Assist with notification and distribution of collegiate chapter and individual alumnae awards.
- Assist member services by ordering charters for newly established chapters.
- Assist Executive Director in tasks such as thank-you letters, acknowledgement letters, sympathy letters and flower orders.
- Additional responsibilities and projects to be determined by general counsel/director of operations and Executive Director.

**Qualifications:**

- Demonstrated commitment to creating inclusive environments where belonging is valued
- Bachelor's Degree is preferred or 1-2 years of relevant operations and customer service experience.
- Membership in Delta Gamma a plus.
- Professional demeanor, with the ability to maintain highly confidential information and be customer service oriented.
- Strong attention to detail, ability to multi-task, with excellent verbal and written communication skills.
- Experience with MS-Office: Outlook, Word, Excel and PowerPoint.