



Job Title: director of member services
Department: Member Services
Reports to: Executive Director
FLSA Status: exempt; fulltime (37.5 hours per week)
Location: Columbus, Ohio or remote

Application Link: <http://bit.ly/EORecruitment>
Application Deadline: April 4, 2022

Job Summary:

- To provide leadership and oversight to the areas of Alumnae Development, Collegiate Development, Collegiate Recruitment, Collegiate Extension, Panhellenic, and associated staff members by monitoring workflow, suggesting efficiency improvements, tracking trends, and using data to improve Fraternity viability.
- To effectively manage relationships throughout the Fraternity involving our volunteer leadership, alumnae groups, collegiate chapters, local advisers, and institution partners.
- To provide direction and oversight to the Fraternity's working groups and committees.
- To perform assigned duties in conformity with the Constitution and policies of the Delta Gamma Fraternity and Foundation.

Essential Functions:

1. Provide leadership, supervision, and direction to the Member Services team.
 - Oversee all processes and initiatives managed by the Member Services team related to: Alumnae Development, Collegiate Development, Collegiate Recruitment, Collegiate Extension, and Panhellenic.
 - Conduct regular, individual, and group meetings with team members to review current needs and ensure project deadlines are met.
 - Provide appropriate support and coaching of staff to facilitate the successful execution of their roles and responsibilities.
 - Provide guidance on department proposal development and budget requests.
 - Conduct mid-year/annual performance reviews.
2. Identify and monitor Alumnae Development, Collegiate Development, Collegiate Recruitment, Collegiate Extension, and Panhellenic issues/trends and recommend solutions.
 - Meet with teams on a regular basis to be knowledgeable about current issues, situations, and/or progress.
 - Collaborate with team and other relevant staff during crisis response.
 - Partner with Leadership and staff to coordinate and manage the Chapter Incident Procedure and Chapter Incident Procedure Trainings.

- Consult on all Decision Groups when Chapter Incidents or Collegiate Chapter Tragedies occur.
 - Trained and available to assist with Fraternity Assessments, as needed. Oversee and track all risk management response initiatives, policy/procedural compliance issues, and collegiate chapter closures.
 - Monitor data trends related to Member Services and report them regularly to relevant staff, Leadership, and Council.
 - Propose solutions and strategic initiatives related to Member Services to relevant staff, Leadership, and Council.
3. Aid Member Services Team in building effective relationships with their respective volunteer teams.
 4. Partner with Fraternity Directors on chapter status review processes, project management, and general industry best practices.
 5. Oversee outreach efforts to our institution partners, Fraternity/Sorority Advisers, and members' support systems.
 6. Advise the Fraternity's working groups and committees by:
 - Providing guidance and consultation on how to form a working group/committee
 - Assisting with questions or issues as they arise
 - Organizing and distributing the monthly progress updates submitted by each working group/committee
 - Guiding the working group/committee through the final steps of proposing their recommendations to Council for consideration and implementation plan upon endorsement.
 7. Travel as necessary as determined by the Executive Director.
 8. Additional responsibilities as determined by the Executive Director.

Qualifications:

- Demonstrated commitment to creating inclusive environments where belonging is valued.
- Experience in leading teams or individuals including hiring, onboarding, developing, and coaching performance.
- Experience in change management and/or project management.
- Knowledge of student development theory and higher education administration industry.
- Knowledge of Delta Gamma Fraternity and/or the fraternity/sorority industry.
- Awareness and sensitivity of volunteer relationships.
- Demonstrated ability to manage difficult situations among stakeholders (staff, volunteers, members, institution officials, and/or parents) with nuance and confidentiality.
- Ability to multitask and adapt within a dynamic environment.
- Excellent customer service, communication, and organizational skills.
- Displays assertiveness, leadership, problem-solving, and facilitation skills.
- Previous supervisory experience is required.
- Bachelor's Degree is required; Master's Degree is strongly preferred.
- Membership in Delta Gamma Fraternity is preferred.
- Flexibility to travel, when requested.
- Flexibility to attend calls/meetings outside of traditional business hours, when requested.