



Alumnae Club Services Coordinator

Job Title: Alumnae Club Services Coordinator

Salary Type: Exempt

Reports to: Assistant Director of Alumnae Support

Effective: TBD

PRINCIPAL OBJECTIVE:

This full-time position provides support to alumnae club leaders and coordinates initiatives designed to strengthen the alumnae experience through clubs.

CORE RESPONSIBILITIES:

- Serves as frontline staff to manage and address inquiries related to alumnae clubs as well as general alumnae inquiries, offering premier customer service while advocating for the Fraternity's position, policies and priorities.
- Promotes alumnae club membership, supports the maintenance of existing alumnae clubs and establishment of new alumnae clubs. Advocates for interests of alumnae clubs.
- Confidently supports alumnae clubs with database use, manages reporting and identifies technology enhancements to meet organizational needs.
- Is responsible for drafting copy for a number of alumnae communications vehicles.
- Develops, reviews and revises alumnae resources to ensure accuracy and updated information.
- Manages alumnae records upkeep.
- Partners with Pi Beta Phi Foundation in supporting Alumnae Clubs.
- Other duties as assigned.

HEADQUARTERS STAFF COMMITMENTS

All members of the Headquarters staff are expected to:

- Offer premier customer service.
- Commit to a positive volunteer experience and serving the volunteer.
- Care for each other.
- Build affinity and Pi Phi Pride with every action and interaction.

QUALIFICATIONS OF A SUCCESSFUL CANDIDATE:

Bachelor's degree in related role or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities is required. Previous experiences in frontline customer service and comfort with technology, specifically database management required. Experience partnering with volunteers is preferred. The ability to multitask is important and interruptions may be frequent. Pi Beta Phi membership preferred.

A qualified candidate will have strong skills as a communicator and understand the workings of membership organization.

ADDITIONAL INFORMATION:

Some travel required.

This position may require occasional evening or weekend commitments.

Pi Beta Phi's Mission, Vision, Core Values and statements philanthropic service and Commitment to Diversity, Equity and Inclusion can be found at pibetaphi.org/about.