



## Program and Literacy Coordinator

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**Job Title:** Program and Literacy Coordinator

**Salary Type:** Exempt

**Reports to:** Assistant Director of Program Development

**Effective:** January 2021

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### **PRINCIPAL OBJECTIVE:**

This full-time position is responsible for coordinating the Fraternity's Read > Lead > Achieve® initiatives, supporting Community Relations Team functions and supporting program development efforts.

### **CORE RESPONSIBILITIES:**

- Engages with chapters, alumnae clubs and the general membership to promote and support the Fraternity's reading initiatives. Communicates and shares the story of Pi Beta Phi's philanthropic priorities as a lead ambassador for Read > Lead > Achieve.
- Maintains a strong relationship with the Fraternity's literacy partnerships, including First Book. Manages reading initiatives including the FDS500 grant program, Champions are Readers, Literacy Advocacy Project and others in support of organizational priorities. Partners to manage Fraternity Day of Service Signature Events.
- Collaborates with Pi Beta Phi Foundation and Chapter Finance to support best practices within chapter fundraising events to influence chapter and collegiate giving strategies.
- Supports Director Community Relations in supporting the specialists' team and developing resources for community relations initiatives.
- In partnership with regional Community Relations Specialists, supports chapter public relations and marketing efforts. This may include providing guidance on chapter social media efforts, chapter website support, *Arrow* submissions and other external facing communications.
- Partners with Marketing and Communications staff to execute awareness weeks, collaborate on promotion of the member experience and stays up to date with communication best practices for chapters.
- Supports scheduling and execution of Critical Conversations® Speaker Series program. Manages chapter visit schedule, initiates follow-up as needed and supports reimbursement and financial approvals.
- In collaboration with the Assistant Director of Program Development develops curriculum for programs such as *Leading with Values*. Facilitates programs as needed.
- Other duties as assigned.

### **CORE COMPETENCIES:**

**Member Focus:** is dedicated to meeting the expectations and needs of members; ensures first-hand information is obtained and used to improve programs and services

**Service Focus:** recognizes and values the importance of first-rate customer service to others

**Collaborative Style:** builds strong partnerships and alliances with others by identifying mutual goals and fostering open dialogue; easily creates virtual teams; shares wins and successes

**Conflict Management:** finds common ground and gets cooperation with minimum noise; reads situations quickly and is good at focused listening

**Credibility:** trusts others and is trusted. Maintains confidentiality

**Execution:** manages time effectively; efficiently completes multiple tasks on time

**Effective Communication:** possesses strong oral and written communication skills

**Technical Skills:** high level of proficiency with use of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), database software and the internet

**SELECTION CRITERIA (Knowledge, Skills and Abilities):**

Bachelor's degree in communications with a minimum two years of experience in an office setting or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

**ADDITIONAL INFORMATION:**

Some travel required.