



Chapter Services Coordinator

Job Title: Chapter Services Coordinator

Salary Type: Exempt

Reports to: Chapter Services Director

Effective: TBD

PRINCIPAL OBJECTIVE:

This full-time position serves members, caregivers, chapters and volunteer officers by providing frontline customer service and meeting day-to-day collegiate chapter needs.

CORE RESPONSIBILITIES:

- Serves as frontline customer service to members and caregivers related to all aspects of the collegiate experience.
- Manages collegiate database functions including departmental support of database projects.
- Assists chapters with member finance processes including greekbill, AFP/AFD processing, etc.
- Informs and monitors trends and needs of collegiate chapters and partners with the relevant Assistant Director of Chapter Services to support solutions.
- Oversees the review and management of chapter housing contracts.
- Oversees the review and management of chapter event plans and documentation.
- Supports the administrative functions of the Chapter Services team and provides support to the Chapter Services Director as needed.
- Develops, reviews and revises chapter resources, materials and manuals to ensure accuracy and updated information.
- Serves on Operational and Strategic Plan tactic teams and moves relevant projects forward as assigned.
- Participates in the Emergency Hotline on call rotation.
- Completes other duties as assigned.

HEADQUARTERS STAFF COMMITMENTS

All members of the Headquarters staff are expected to:

- Offer premier customer service.
- Commit to collaborative relationships with volunteers.
- Care for each other.
- Build affinity and Pi Phi Pride with every action and interaction.

QUALIFICATIONS OF A SUCCESSFUL CANDIDATE:

Bachelor's degree with 1-3 years of experience in an office setting or any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

Pi Beta Phi Fraternity membership preferred.

ADDITIONAL INFORMATION:

Some travel may be required.

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