

## Chapter Services Director

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**Job Title:** Chapter Services Director

**Salary Type:** Exempt

**Reports to:** Chief Collegiate Experience Officer

**Effective:** July 2026

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### **PRINCIPAL OBJECTIVE:**

This full-time position is responsible for management of the Chapter Services focused staff by overseeing the day-to-day support for chapter needs and chapter support strategies.

### **CORE RESPONSIBILITIES:**

- Collaborates with the Director Chapter Support, Collegiate Regional Directors and Headquarters staff to inform, coordinate and monitor support strategies for collegiate chapters.
- Monitors the sustainability and viability of collegiate chapters, makes critical connections across specialty areas and provides data-driven recommendations with volunteer and staff teams accordingly.
- Partners with the Collegiate Housing Experience Director to ensure a premier housing experience across Pi Beta Phi chapters.
- Directs Pi Beta Phi's strategy for maintaining a coordinated and collaborative approach to campus partnerships, working with the Collegiate Experience team to implement communication measures.
- Serves as the staff liaison to the Collegiate Regional Director team. Monitors trends in the related to Collegiate Regional Directors and develops resources and tools to aid in this specialty area.
- Develops resources and trainings for the Chapter President and Panhellenic Delegate position. Directs the Collegiate Experience team in chapter visit strategies and ensures appropriate allocation of resources to meet visit needs.
- Supports elevated customer services needs of members and caregivers.
- Manages escalated crisis response efforts in partnership with the Chief Operating Officer, Chief Collegiate Experience Officer, Brand Experience Team and Assistant Directors of Chapter Services.
- Partners with the Alumnae Services Team to support successful collaboration between the collegiate and alumnae sectors of the organization.
- Oversees the collegiate chapter evaluation process and supports collegiate awards and recognition in partnership with the Chapter Services Manager.
- 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 five 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:**

Significant travel required including short notice visits to chapters as needed.

**Directly supervises the following:** Assistant Directors of Chapter Services

**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](http://pibetaphi.org/about).**

**At Pi Beta Phi Headquarters, we value and respect our employees and their contributions. Our total compensation approach includes base salary, benefits, and a 401(k)-matching program. Each position is externally benchmarked, and the salary ranges are evaluated annually. The salary range for positions is based on local and fraternal market data and allows for various experience levels. The actual pay is based on skills, experience, education, and other relevant factors. The starting salary for this grade level is \$58k.**