

Chapter Services Manager

Job Title: Chapter Services Manager

Salary Type: Exempt

Reports to: Chapter Services Director

Effective: TBD

PRINCIPAL OBJECTIVE:

This full-time position serves chapters, volunteer officers and host institutions by providing support for day to day chapter needs and the Fraternity's risk management efforts.

CORE RESPONSIBILITIES:

- Serves as frontline staff to address collegiate member, advisor and parent inquiries and concerns such as those related to membership status, finances, housing and general questions regarding the member experience while maintaining Pi Beta Phi's vision, mission and values. May support recruitment inquiries as needed.
- Manages the Emergency Hotline for collegiate chapters ensuring 24/7 staff coverage and assesses the effectiveness of support efforts on an ongoing basis.
- Manages collegiate membership data for chapters/regions overseeing accurate management of member status changes.
- Supports chapter reporting through assistance with eReports and identifies ways to enhance reporting capabilities.
- Assists chapters in member finance needs via GreekBill. Executes AFP/AFD process monthly in accordance with key financial stakeholders.
- Supports chapters in a crisis and/or on elevated status through investigative status calls, stakeholder communication support, etc. in partnership with key volunteers and staff.
- Partners with the Director Risk Management to support chapter risk management functions and the Risk Management Specialist team.
- Assists volunteers and chapters in navigating the member accountability and event planning processes.
- Develops, reviews and revises chapter resources to ensure accuracy and updated information.
- Conducts special chapter visits as needed.
- Supports Fraternity Membership functions as needed to deliver a premier member experience.
- Other duties as assigned.

CORE COMPETENCIES:

Servant Leader Role Model: sets the standard for and consistently demonstrates the behaviors of servant leadership; always adheres to Pi Phi values

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

Customer Focus: dedicated to meeting the needs of internal and external customers, builds strong relationships with staff, volunteers, members and vendors fostering open dialogue to build trust and respect

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

Problem Solving: solves difficult and complex problems with effective solutions; is excellent at honest analysis

Effective Communication: possesses strong oral and written communication skills; makes effective presentations

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 with three – 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:

Moderate travel required.