



Chapter Services Coordinator

Job Title: Chapter Services Coordinator

Salary Type: Exempt

Reports to: TBD

Effective: As soon as possible

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 within Salesforce.
- 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.
- Develops, reviews and revises chapter resources, materials and manuals to ensure accuracy and updated information.
- Provides support across regions and specialty areas including volunteer support, training development and other tasks as necessary.
- 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 one – three 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.

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. Minimum salary in grade level C is \$41,481.