

Assistant Director of Chapter Support

Job Title: Assistant Director of Chapter Support

Salary Type: Exempt

Reports to: Chapter Services Director

Effective: TBD

PRINCIPAL OBJECTIVE:

This full-time position is responsible for overseeing the Fraternity's chapter support model and offering support in escalated chapter situations.

CORE RESPONSIBILITIES:

- Collaborates with the Director Chapter Support, Collegiate Regional Directors and Headquarters staff to coordinate support strategies for chapters receiving elevated support from the Fraternity.
- Oversees the chapter support model Fraternity-wide to ensure premier and sustainable support for all collegiate chapters.
- Monitors the health and progress of collegiate chapters and makes data-driven recommendations with volunteer and staff teams accordingly.
- Serves as an ongoing resource for Chapter Support Officer volunteers by assisting in the onboarding, training and coordination of the team.
- Partners with specific volunteer Chapter Support Officers in matters of escalated concern to offer direct support to a chapter and their Alumnae Advisory Committee (AAC) through customized support plans.
- Directs Pi Beta Phi's strategy for maintaining a coordinated and collaborative approach to campus partnerships, working with the Chapter Services Managers to implement communication measures.
- Coordinates communication plans for chapters on elevated support statuses.
- Delivers regular reports to volunteer and staff teams regarding trends in chapter health for individual chapters and organization wide.
- Regularly makes visits to collegiate chapters in need of elevated support.
- Works with the Chapter Services Manager to ensure adequate resources to aid in strong local AAC support.
- Continuously seeks innovative solutions for evolving Pi Beta Phi's chapter support model through strategic, operational and business as usual work.
- May support elevated collegiate member and parent inquiries as needed.
- Develops, reviews and revises chapter resources to ensure accuracy and updated information.
- Supports Fraternity chapter services 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

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

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

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 a minimum three to five years of experience in related role or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

Broad Fraternity knowledge and membership in Pi Beta Phi preferred.

ADDITIONAL INFORMATION:

Moderate travel required, including chapter visits as needed. Valid driver's license and passport required.