



Assistant Director of Alumnae Support

Job Title: Assistant Director of Alumnae Support

Salary Type: Exempt

Reports to: Senior Director of Engagement

Effective: TBD

PRINCIPAL OBJECTIVE:

This full-time position partners with key volunteer officers to serve alumnae members, strengthen alumnae engagement and promote a positive alumnae experience.

CORE RESPONSIBILITIES:

- Supports Director Alumnae and Alumnae Engagement Directors, helping these officers to fulfill their responsibilities and address alumnae member inquiries. Offers premier customer service while advocating for the Fraternity's position, policies and priorities.
- Facilitates alumnae communications efforts in collaboration with the communications team.
- Administers alumnae dues program to meet identified goals.
- Organizes initiatives, including programmatic offerings, to meet alumnae needs and support Pi Beta Phi's strategic goals.
- Manages organization's relationship with technology vendor used to support member engagement. Collaborates with staff, specifically the IT Manager, to ensure technology strengthens the member experience.
- Manages alumnae membership data and identifies trends. Keeps a pulse of alumnae sentiment.
- Collaborates with Pi Beta Phi Foundation to alumnae interface, trends and objectives. May collaborate in donor cultivation and stewardship.
- Manages the Fraternity's Alumnae Initiate program.
- Supervises Alumnae Club Support Coordinator.
- Other duties as assigned.

HEADQUARTERS STAFF COMMITMENTS

All members of the Headquarters staff are expected to:

- Offer premier customer service.
- Commit to a positive volunteer experience and serving the volunteer.
- Care for each other.
- Building affinity and Pi Phi Pride with every action and interaction.

QUALIFICATIONS OF A SUCCESSFUL CANDIDATE:

Bachelor's degree with a minimum of 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 is required. Comfort with technology, specifically database management, and previous experiences in association management or frontline customer service expected. Experience partnering with volunteers. Pi Beta Phi membership preferred.

A qualified candidate will have strong skills as a communicator and understand the workings of membership organization.

ADDITIONAL INFORMATION:

Some travel required.

This position requires some evening obligations and occasional weekend commitments.

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