



Job Title: CHAPTER SERVICES & PROGRAM DEVELOPMENT COORDINATOR	
Overview	This full time position serves chapters, volunteer officers and host institutions as well as provides focused effort to address chapter programming needs including the development of new collegiate programs.
Key Responsibilities	<p>Manages collegiate membership data for assigned chapters/regions overseeing accurate management of member status changes.</p> <p>Delivers premier customer service. Serves as frontline staff to address collegiate member, advisor and parent inquiries such as those related to membership status, finances, and general questions regarding the member experience.</p> <p>Develops curriculum for collegiate programs including <i>Leading with Values</i>, officer training, risk prevention programming, etc. based on current needs and Fraternity strategic priorities. Facilitates programs as needed.</p> <p>Manages the development and implementation of new collegiate focused programming offerings. Leads project teams and coordinates efforts in a collaborative fashion.</p> <p>Conducts special chapter visits as needed.</p> <p>Supports Fraternity Chapter Support functions as needed to deliver a premier member experience.</p> <p>Other projects as assigned.</p>
Reporting Relationships	Reports directly to Chapter Services Director
Travel	Moderate travel required
Qualifications	
Education/Knowledge/Experience	Bachelor's degree with a minimum two 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.



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<p>Skills and Abilities</p>	<p><u>Servant Leader Role Model:</u> sets the standard for and consistently demonstrates the behaviors of servant leadership; always adheres to Pi Phi values</p> <p><u>Member Focus:</u> is dedicated to meeting the expectations and needs of members; ensures first-hand information is obtained and used to improve programs and services</p> <p><u>Customer Focus:</u> 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</p> <p><u>Collaborative Style:</u> builds strong partnerships and alliances with others by identifying mutual goals and fostering open dialogue; easily creates virtual teams; shares wins and successes</p> <p><u>Conflict Management:</u> finds common ground and gets cooperation with minimum noise; reads situations quickly and is good at focused listening</p> <p><u>Credibility:</u> trusts others and is trusted, maintains confidentiality</p> <p><u>Problem Solving:</u> solves difficult and complex problems with effective solutions; is excellent at honest analysis</p> <p><u>Effective Communication:</u> possesses strong oral and written communication skills; makes effective presentations</p> <p><u>Technical Skills:</u> high level of proficiency with use of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), database software, and the internet</p>
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