

Alpha Delta Pi

BE THE FIRST

COLLEGIATE SERVICES SPECIALIST

DEPARTMENT: Membership

POSITION TITLE: Collegiate Services Specialist

GENERAL DESCRIPTION: This full-time position partners with a district volunteer team to support assigned collegiate chapters; contributes meaningful perspectives to collegiate chapter operations to enhance the membership experience; partners with volunteers and staff to implement and execute chapter development efforts; and collaborates with other Collegiate Services Specialists and all Executive Office staff members to ensure consistency across districts and a shared vision for the overall membership experience.

Duties Performed

- Work cooperatively with alumnae volunteers, International Officers, collegiate chapter officers and advisors, and Director of Collegiate Services to assist and support assigned chapters.
- Ensure assigned chapters are positively contributing to the overall goals of the sorority by monitoring and reporting on chapter performance and membership metrics, identifying trends and achievements.
- Develop a thorough understanding of chapter operations and best practices to improve processes and execution of programs as appropriate.
- Remain current on collegiate trends, hot topics, practices and procedures being used on college campuses and by NPC sororities and share information with Collegiate Services team and district volunteers.
- Conduct workshops and share new creative ideas and/or programs for addressing chapter issues as requested and needed.
- Serve as Executive Office contact for university administrators, chapter members, advisors and parents within assigned district; escalate questions/inquiries as necessary to Director of Collegiate Services or district volunteers.
- Partner with Director of Collegiate Services, Risk Reduction & Education Specialist and district volunteers on discipline process for assigned chapters.
- Coordinate with Events and Education Coordinator to manage logistics and execution for district team meetings or conferences.
- Partner with Volunteer Engagement Specialist and district volunteers to source and screen prospective volunteers for advisory board positions or subject matter expert opportunities within the district.
- Assist the district team with the preparation for and follow-up of Chapter Support Coordinator visits.
- Monitor statistics and membership data for assigned chapters, including but not limited to: scholarship, university and National Panhellenic Conference member group statistics, and chapter visit history. Provide statistical analysis as requested.
- Provide Pi Portal support and oversight for assigned chapters.
- Coordinate the collection of data and applications for chapter programming and performance awards.
- Support district volunteers to manage the team budget.
- Perform other duties as may be assigned by the Director of Collegiate Services or Senior Director of Membership.

Expectations

- Consistently demonstrate through words, actions, and interactions, alignment with Alpha Delta Pi's values and strategic direction, focusing on the success of the Sorority.
- Demonstrate a positive, problem-solving mindset with a spirit of teamwork.
- Maintain high professional standards.
- Promote the ongoing development of a service relationship with collegiate chapters, alumnae volunteers, International Officers, and all members of Alpha Delta Pi.
- Maintain positive public relations within Alpha Delta Pi, among all entities, in contact with other NPC and NIC groups, university officials, vendors, and others.
- Represent Alpha Delta Pi within related professional organizations as approved by supervisors.
- Promote a sense of pride in Alpha Delta Pi and a strong sisterhood in all chapters visited.

Suggested Background and Experience

- Bachelor's degree; membership in Alpha Delta Pi preferred
- 3+ years of professional experience or equivalent, preferably in the areas of business development, project management, volunteer management or equivalent role/s.
- Knowledge of Alpha Delta Pi. Preferred Alpha Delta Pi collegiate officer and/or alumnae volunteer experience.
- Knowledge of Greek Affairs and the campus perspective.
- Experience working in a cross-functional team environment or volunteer-based organization preferred.
- Ability and willingness to travel as a representative of the sorority when needed.
- Strong analytical skills, oral and written communication skills, sound judgment, and decision-making ability.
- Proactive, self-directed, and able to independently solve problems.
- Customer service oriented and ability to maintain confidentiality.
- Outstanding organizational skills, ability to multitask, and work under pressure in a dynamic environment.

Required Travel

- Convention or Leadership Seminar (late June)
- Collegiate Officer Leadership Events (January/February)
- Chapter and conference travel as determined by supervisors (throughout the year)
- District Team Meetings
- Campus visits as requested by college administrators or as chapter needs arise

DEGREE OF SUPERVISION: Moderate

FROM: Director of Collegiate Services (temporarily Senior Director of Membership)

COLLABORATES WITH: Collegiate Services Specialists, Staff Membership Team, District Team Volunteers

EMPLOYMENT LOCATION: Alpha Delta Pi's Executive Office in Atlanta, GA. Position may require non-traditional work hours.

Please note: Job responsibilities and tasks are subject to change based on the needs of the organization and at the discretion of a supervisor or Executive Director.