

JOB DESCRIPTION

JOB TITLE: COLLEGIATE EXPERIENCE COORDINATOR

ORGANIZATION: Fraternity
REPORTS TO: Membership Data Manager
EFFECTIVE DATE: July 2020
FLSA CLASS: Non-Exempt
JOB LOCATION: Headquarters; Indianapolis, IN

JOB SUMMARY

Provides operational support to ensure the alignment of all chapter operations to support Alpha Chi Omega’s mission, values, and vision.

ESSENTIAL FUNCTIONS AND REQUIREMENTS

Function	Requirements
Chapter Operations Support	<ul style="list-style-type: none"> • Accountable for updating membership status changes, including resignation, financial suspension, reinstatement, and affiliation • Process sisterhood packet orders and new member initiations • Manages collegiate resources including officer handbooks, DocuSign department resources and chapter resources; ensures timely revisions and updates • Investigates discrepancies in membership status information • Oversees password resets • Maintains campus contact information; ensures timely and accurate data entry into required systems • Coordinates shipping efforts for the collegiate growth and chapter operations team
Leadership	<ul style="list-style-type: none"> • Manages timely and effective communication with supervisor relevant to issues, concerns and decisions that affect the fraternity • Stays abreast of trends and developments in industry

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	<ul style="list-style-type: none"> • Promotes a culture of continuous improvement • Embraces technological innovations and seeks ways to improve performance and productivity • Performs other special assignments and responsibilities as assigned
Other	<ul style="list-style-type: none"> • Communicates, through the appropriate channels, any observations of noncompliance with policies or illegal actions that place personnel and the organization at risk • Performs, with care, any control-related activities required as a function of the position • Specific job responsibilities and projects will be assigned and directed by leadership

CONTACTS

This position has regular contact with all levels of staff, operational volunteers and elected leadership and boards, and third-party partners and vendors. This position reports directly to the Membership Data Manager and is a member of the Collegiate Experience team.

KNOWLEDGE, SKILLS AND ABILITIES

Qualifications Required:

- Minimum of 2 years professional experience working with fraternal membership organizations
- Strong service orientation, professionalism, and discretion
- Excellent organization skills, self-discipline, attention to detail and communication skills
- Works with a sense of urgency, is able to manage multiple tasks simultaneously in a rapidly changing environment
- Experience with multi-site entities and working with remote/offsite workforce personnel
- Strong computer skills and proficiency with Microsoft Office products; technical aptitude to learn internal systems and required packages

EDUCATION

Bachelor's degree required

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WORKING CONDITIONS

The working conditions and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required 40 hours per week. Office hours are 8:30 AM – 5:00 PM, Monday through Friday, with a degree of flexibility available. Overtime may be necessary to complete assigned tasks. The employee is required to travel on behalf of the organization and travel will require nights and weekend work, as well. Travel is estimated to be less than 5% of the time, with most travel typically occurring during the campus academic year.

PHYSICAL REQUIREMENTS

While performing the duties of this position the employee is regularly required to sit and work on a computer for extended periods of time. The employee will be required to stand, walk, stoop, kneel, lift, carry, pull, grasp, and bend over. The employee must be able to lift, carry and move up to 30 pounds as needed. Must be able to move in and between various facilities and handle exposure to inclement weather.

Strong sensory skills, such as good eyesight, good hearing, and dexterity. Must be able to interact with others, both in person and through telephone, email, and written correspondence.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.