

JOB TITLE: Associate Director of Consultant Support

ENTITY: Fraternity

DEPARTMENT: Collegiate Experience

REPORTS TO: Director of Chapter Support

EFFECTIVE DATE: March 2026

FLSA CLASS: Exempt

JOB LOCATION: Remote

JOB SUMMARY

The associate director of consultant support oversees the chapter consultant program including recruiting, hiring, onboarding, and continued training and supervision of the traveling chapter consultants to ensure the alignment of all chapter operations to support Alpha Chi Omega’s mission, values and vision.

ESSENTIAL FUNCTIONS AND REQUIREMENTS

FUNCTION	REQUIREMENTS
<p>Chapter Consultant Program and Talent Management</p>	<ul style="list-style-type: none"> • Builds and leads a strong, effective chapter consultant team that is business-savvy, proactive, responsive, helpful and anticipatory • Supervises all chapter consultants with a traveling assignment • Support the perception of the chapter consultants’ function by constituents as professional, confidential, strategically effective and vital to organizational success • Leads the talent acquisition, onboarding and talent development processes and procedures for chapter consultants • Ensures employee policies are understood by the chapter consultants • Oversees the annual performance feedback process for assigned personnel • Evaluates performance of direct reports through continued feedback as needed

	<ul style="list-style-type: none"> • Ensures compliance with position descriptions, established policies and objectives of the company • Plays an active and visible role in the development of staff; ensures development objectives are achieved through identified training, coaching and mentoring • Fully supports organization’s functional structure and leadership, actively engaged with the strategic efforts of other internal departments when assigned
<p>Leadership</p>	<ul style="list-style-type: none"> • Advises, consults and serves as a leader within the collegiate experience team • Fosters a values-driven, team-oriented organizational culture • Serves as a chapter coach as needed to provide specialized support to identified chapters • Manages timely and effective communication with supervisor relevant to issues, concerns and decisions that affect the Fraternity • Stays abreast of trends and developments in the industry • Promotes a culture of continuous improvement including identification and implementation of best practices • Embraces technological innovations and seeks ways to improve performance and productivity • Represents Alpha Chi Omega at appropriate industry and trade groups and events
<p>Other</p>	<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 • Completes specific job responsibilities, special assignments and projects as assigned and directed by leadership

CONTACTS

This position has regular contact with all levels of staff, operational volunteers and elected leadership and boards, members, and third-party partners and vendors. This position supervises the assistant directors of chapter development and the traveling chapter consultants and reports directly to the director of chapter support.

KNOWLEDGE, SKILLS AND ABILITIES

Qualifications Required:

- Minimum of four 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 initiatives simultaneously in a rapidly changing environment
- Experience with multi-site entities and working with remote/off-site workforce personnel
- Strong computer skills and proficiency with Microsoft Office products; technical aptitude to learn internal systems and required packages
- Alpha Chi Omega membership preferred

EDUCATION

Bachelor's degree required.

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.

This is a full-time position, with a required minimum of 40 hours per week. Office hours are 8:30 a.m. – 5 p.m. Eastern Time, Monday through Friday, with a degree of flexibility available. It may be necessary at times for the employee to work beyond the standard workweek, including evenings or weekends, to complete assigned tasks. Travel may require work in the evenings and on weekends. Travel is estimated to be less than 20% of the time, with most travel typically occurring during the campus academic year.

PHYSICAL REQUIREMENTS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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, climb stairs 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, are necessary for the performance of this position. Must be able to interact with others, both in person and through telephone, video conference, 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.