



Job Description

Job Title: Assistant Director of Lifetime Engagement

Organization: Fraternity

Department: Lifetime Engagement

Reports to: Director of Lifetime Engagement

FLSA Class: Exempt

Job Location: Headquarters or Remote

Job Summary

The Assistant Director of Lifetime Engagement coordinates many of Alpha Chi Omega's alumnae services and plays an integral role in the success of providing members a meaningful alumnae experience.

Essential Functions and Requirements

Function	Requirements
Leadership	<ul style="list-style-type: none"> • Manages timely and effective communication with Director of Lifetime Engagement relevant to issues, concerns and decisions that affect the company • Vigilant about guarding against unnecessary corporate risk • Represents Alpha Chi Omega at appropriate industry and trade groups and events • Stays abreast of innovations and developments in industry • Monitors trends and changes in association and alumnae relations; assists in periodically reviewing organizational strategies to ensure Alpha Chi Omega is responding to changing conditions • Promotes a culture of continuous improvement including identification and implementation of best practices and lessons learned • Embraces technological innovations and seeks ways to improve performance and productivity • Fully supports organization's functional structure and leadership, actively engaged with the strategic efforts of other internal departments when assigned • Performs other special assignments and responsibilities as assigned
Essential Functions	<ul style="list-style-type: none"> • Primary liaison for alumnae chapters – includes development of training and resources for alumnae chapters and promoting alumnae chapter membership • Serves as primary administrator of the online management system for alumnae chapters • Manages the administrative pieces of the alumnae chapter structure, including but not limited to: maintaining alumnae chapter development materials, managing alumnae chapter operations, tracking all forms and documents for alumnae chapters • Coordinates alumnae chapter membership tracking resource with alumnae chapter leadership and volunteers to include tracking

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	<p>individual membership information, chapter information and all necessary alumnae chapter forms</p> <ul style="list-style-type: none"> • Oversees the formation and development of alumnae chapter establishment and provides assistance to new and struggling alumnae chapters • Coordinates individual alumnae awards process annually and chairs alumnae awards committee as well as coordinate the alumnae chapter awards process in convention years • Creates and distribute lifetime engagement department e-newsletter to department volunteers • Manages the volunteer director of province alumnae chairs and serves as lead staff liaison for province alumnae chapters • Acts as the primary staff liaison throughout the province officer election process • Oversees alumna initiate program, including but not limited to: managing the NAIP co-chairs, serving as staff liaison to NAIP team, providing oversight to administrative processing • Supports and assists in alumnae engagement opportunities including the development and successful execution of alumnae programming initiatives • Serves as the liaison to the alumnae recruitment information chairs and provides information and customer service relative to legacies, recommendations and recruitment information form • Provides support to department projects, initiatives and programs
<p>Fiscal Responsibility</p>	<ul style="list-style-type: none"> • Develops and manages budgetary accountabilities as part of an overall departmental annual budget • Applies fiscal responsibility • Approves expenditures per level authorized • Champions the cost-effective management of company assets and resources
<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 • Specific job responsibilities and projects will be assigned and directed by leadership

Contacts

This position has regular contact with all levels of staff, volunteers, alumnae members, customers and third-party partners and vendors. This position reports to the Director of Lifetime Engagement and is a member of the Lifetime Engagement team.

Knowledge, Skills and Abilities

Qualifications Required:

- Minimum of two years of experience in fraternity/sorority or association management, alumni relations, higher education, or related field
- Demonstrated understanding of alumnae relations and engagement
- Strong service orientation, relationship builder, outstanding presentation skills, professionalism, confidentiality and discretion
- Excellent organization skills, self-discipline, attention to detail and written/verbal communication skills
- Works with sense of urgency; ability to manage multiple initiatives simultaneously in a rapidly changing environment
- Experience with program development and implementation
- Strong leadership skills with the ability to effectively manage people and situations
- Advanced computer skills including proficiency with Microsoft Office products; technical aptitude to learn internal systems and required packages
- Strong analytical skills, sound judgment, critical thinking and decision-making abilities
- Membership in Alpha Chi Omega or other fraternity/sorority affiliation is 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. 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 15% of the time.

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.