

## JOB DESCRIPTION

JOB TITLE: CHAPTER CONSULTANT

ORGANIZATION: FRATERNITY

REPORTS TO: DESIGNATED SUPERVISOR

EFFECTIVE DATE: OCTOBER 2021

FLSA CLASS: EXEMPT

JOB LOCATION: HEADQUARTERS

### JOB SUMMARY

The Chapter Consultant advises assigned collegiate chapters on effective chapter management, including public relations, educational programs, administrative operations, and recruitment/retention. Chapter Consultants are expected to travel full-time and may be assigned to provide continuous support in one or more locations. However, there are times the role is asked to fulfill a combination of travel and stationary support.

### ESSENTIAL FUNCTIONS AND REQUIREMENTS

| FUNCTION             | REQUIREMENTS   |
|----------------------|--|
| Chapter Consultation | <ul style="list-style-type: none"> <li>• Gather, analyze and study chapter data relating to strengths and challenges; evaluate possible course of conduct, development and propose changes; provide consultation in the implementation of proposed changes and identify opportunities for headquarters and volunteers to provide assistance; consult chapter leadership on short-term and long-term objectives; and provide consultation and advice on day-to-day operational issues.</li> <li>• Identify, evaluate, and assess situations that pose a potential liability/risk to the chapter; determine and recommend to chapter leadership responses to such situations; consult chapter leadership with respect to implementation of recommended responses; and conduct training of chapter leadership on risk management</li> <li>• Exercise independent judgment to develop and conduct workshops for existing and new chapter leadership on chapter management, safety/risk management, communication skills, marketing/recruiting, and retention</li> <li>• Travel by air and/or vehicle to collegiate chapters up to 100% of position term; transport supplies and other items or materials to chapters, including chapters outside the chapter consultant's home state; must be able to utilize a personal vehicle for work purposes based on assignment and schedule</li> </ul> |

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|-------------------------|--|
|                         | <ul style="list-style-type: none"> <li>• Advise chapters on recruitment and retention of members, including marketing, membership selection and member education and development</li> <li>• Identify and recruit potential members for the organization; build and cultivate relationships with potential members on campuses, campus community, larger fraternity/sorority communities, etc.</li> <li>• Meet deadlines in writing and distributing detailed reports internally to staff members and externally to constituents including collegiate members, volunteers, and host institutions</li> <li>• Lead the execution and implementation of recruitment strategies and events; enforce policy during visits; respond as necessary to behavior and events that violate policies</li> <li>• Performs other special assignments and responsibilities as assigned</li> </ul> |
| Relationship Management | <ul style="list-style-type: none"> <li>• Develop and maintain relationships with chapter leadership throughout the academic year; communicate regularly with chapter-related volunteers</li> <li>• Evaluate collegiate chapter advisory board needs and collect data as necessary</li> <li>• Communicate chapter advisory needs to staff and volunteers; assist and educate advisors</li> <li>• Develop and propose strategies designed to foster and maintain relationships within the fraternity and sorority community, volunteers, and the host institution; actively direct and participate in meetings with representatives of the aforementioned groups</li> </ul>  |
| Other                   | <ul style="list-style-type: none"> <li>• Leads special projects as assigned</li> <li>• Attends and actively participates in all identified consultant training sessions in entirety</li> <li>• Attends ad hoc and routine meetings as necessary</li> <li>• Represents Alpha Chi Omega at requested industry events and meetings</li> <li>• Communicate, through the appropriate channels, any observations of noncompliance with policies or illegal actions that place personnel and the organization at risk</li> <li>• Perform, with care, any control-related activities required as a function of the position</li> <li>• Specific job responsibilities and projects will be assigned and directed by leadership</li> <li>• As a term and condition of employment, chapter consultants are required to be fully vaccinated against COVID-19.</li> </ul>                     |

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### CONTACTS

This position has regular contact with all levels of staff, operational volunteers and elected leadership and boards, customers, and third-party partners and vendors. This position is considered a member of the Collegiate Experience team and reports to the Associate Director of Collegiate Experience and the Associate Director of New Chapter Development.

### KNOWLEDGE, SKILLS AND ABILITIES

#### Qualifications Required:

- Must be an Alpha Chi Omega member in good standing with the Fraternity
- Experience working with Greek organizations or extensive knowledge of fraternities and sororities
- Excellent verbal/written communication and presentation skills
- Well-organized and able to manage multiple tasks simultaneously in a fast-paced and changing environment
- Demonstrated organizational skills, discipline and strong detail orientation
- Analytical skills, sound judgment, critical thinking and decision-making abilities
- Strong leadership skills with the ability to effectively manage relationships, people and situations
- Ability to take direction from staff members such as supervisors or other organizational leaders
- Advanced computer skills and proficiency with Microsoft Office products and email systems; technical aptitude to learn internal systems and required packages; proficient with Microsoft Teams and other video protocols
- Must be able to travel by air, auto and rail and have access to insured personal vehicle for work purposes; valid driver's license required
  - Travel requirements may include a schedule of up to 100% travel

### EDUCATION

Bachelor's degree from accredited higher education institution is 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. Frequent travel, up to 100% of the time, is required and is considered an essential function of the job.

Required 40 hours per week, with a degree of flexibility available. Overtime will be necessary to complete assigned tasks.

Alpha Chi Omega continues to closely monitor the impacts of COVID-19 on our chapters and organization as a whole, and continues to prepare to support chapters and membership in the manner that demonstrates that the health and safety of staff, members, volunteers and third parties



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is the highest priority. Chapter Consultants could be called upon to work in a hybrid of virtual and in-person and/or a fully in-person work experience.

## 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 will have to be physically active and able to climb up and down stairs daily. The employee must be able to lift, carry and move up to 40 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, video protocols, 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.