



JOB DESCRIPTION

**JOB TITLE:** Director of Chapter Operations

**ORGANIZATION:** Fraternity

**DEPARTMENT:** Collegiate Experience

**REPORTS TO:** Senior Director of Collegiate Experience

**EFFECTIVE DATE:** February 1, 2023

**FLSA CLASS:** Exempt

**JOB LOCATION:** Headquarters; Indianapolis, IN or Remote

**JOB SUMMARY**

The director of chapter operations 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
<p><b>Leadership</b></p>	<ul style="list-style-type: none"> <li>• Advises, consults and serves as a leader within the collegiate experience team</li> <li>• Fosters a values-driven team-oriented organizational culture</li> <li>• Manages timely and effective communication with supervisor relevant to issues, concerns and decisions that affect the fraternity</li> <li>• Stays abreast of trends and developments in industry</li> <li>• Promotes a culture of continuous improvement including identification and implementation of best practices</li> <li>• Embraces technological innovations and seeks ways to improve performance and productivity</li> <li>• Represents Alpha Chi Omega at appropriate industry and trade group events</li> </ul>
<p><b>Chapter Operations</b></p>	<ul style="list-style-type: none"> <li>• Reviews, analyzes, and evaluates business procedures, suggesting policies and procedures that will improve day-to-day operations</li> <li>• Accountable for all collegiate operational functions and services, including member standards, housing, and general operating procedures</li> </ul>

JOB DESCRIPTION

	<ul style="list-style-type: none"> <li>• Manages the review of Officer Updates and FSA communication pieces and platforms that align with the priorities of the department and organization</li> <li>• Analyzes regular reports on membership metrics and recommends new reporting needs and automated processes</li> <li>• Oversees the interpretation, implementation, and updating of policies pertaining to collegiate chapters of Alpha Chi Omega</li> <li>• Manages the collegiate chapter disciplinary suspension and expulsion process to ensure that fraternity policies and procedures have been appropriately followed</li> <li>• Supervises the volunteer director of collegiate experience and oversees the collegiate experience volunteer (CEV) volunteer team</li> <li>• Ensures there is a yearly review of all collegiate chapter bylaws, housing contracts, officer resources, and member annual obligations.</li> </ul>
<b>Talent Management</b>	<ul style="list-style-type: none"> <li>• Supervises the chapter operations professional staff team</li> <li>• Builds and leads a strong, effective and respected team that is savvy, proactive, responsive, helpful and anticipatory</li> <li>• Provides mentorship, training and support to employees</li> <li>• Evaluates performance of direct reports through bi-annual process</li> <li>• Ensures compliance with position descriptions, established policies and strategic plan</li> <li>• Plays an active and visible role in the development of staff; ensures development objectives are achieved through identified training, coaching and mentoring</li> <li>• Fully supports organization's functional structure and leadership; actively engages with the strategic efforts of other internal departments when assigned</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Communicates, through the appropriate channels, any observations of noncompliance with policies or illegal actions that place personnel and the organization at risk</li> <li>• Performs, 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>• Performs other special assignments and responsibilities as assigned</li> </ul>

## **CONTACTS**

This position has regular contact with all levels of staff, operational volunteers, elected leadership and boards, and third-party partners and vendors. This position reports directly to the senior director of collegiate experience and is a member of the collegiate experience team. This position supervises 2 assistant directors of chapter operations, the assistant director of chapter support, and the membership data manager.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Qualifications Required:**

- Minimum of five years of 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/offsite 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.

Required 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. Night and weekend work 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



## JOB DESCRIPTION

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, 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.