

Delta Tau Delta Fraternity

Job Description

Position Title: Director of Chapter Services	Position Type: Full Time
Department: Member Services	Exempt/Non-Exempt (OT Eligible): Exempt
Reports To: Chief Operating Officer	

Job Summary:

The Director of Chapter Services is responsible for the general needs of undergraduate chapters and colonies in terms of chapter operation. This position enhances the member experience through directing the chapter consultant program and partnering with other Central Office staff to promote growth, communication and leadership programming. The Director of Chapter Services collaborates with the Director of Risk Prevention and Education to promote excellence in the organization through promotion of risk management policies.

Essential Duties and Responsibilities:

- Oversee the primary delivery of Fraternity resources via the chapter consultant program. This includes but is not limited to recruiting, employing and training the consultants.
- Assist in the development of the Fraternity Awards and Accreditation Report (FAAR) and provide assistance to chapters seeking to meet minimum standards of accreditation
- Assess individual chapter needs by working collaboratively with the Division Presidents and chapter volunteers. Mobilize support to address those needs as able.
- Along with the director of risk prevention and education, administer the Fraternity risk management program. This includes but is not limited to developing education, facilitating investigations and tracking compliance with sanctioning.
- Partner with the Director of Leadership Education to promote the success of Fraternity educational programs.
- Collaborate with the Director of Growth to challenge chapters to improve membership growth metrics and execute the Fraternity expansion program.
- Regularly assess Fraternity educational needs and work with Director of Leadership Education to coordinate appropriate educational programming.

Nonessential Duties/Responsibilities:

- Collaborate with the Director of Volunteer Services to ensure successful execution of Fraternity volunteer initiatives.
- Assist the Director of Communication with disseminating information through varied media outlets.
- Collaborate with the manager of conferences to ensure successful execution of Fraternity conferences including Division Conferences and Karnea.
- Assist with completion of the member services, “pool of work.”
- Perform such other duties as may be assigned from time to time.

Direct Reports:

- Chapter Leadership Consultants

Job Requirements: (Education, experience, knowledge, skills, overtime, travel, licenses, etc.)

- Bachelor's degree required
- Served at least one year as a Chapter Consultant or the equivalent
- Demonstrated ability to work with undergraduates and alumni volunteers
- Strengths should include ability to manage multiple tasks simultaneously, excellent facilitation and presentation skills, excellent oral and written communication skills
- Experience with attracting productive employees to an organization
- Proven record of self-motivation, accountability and organization
- Must have demonstrated exceptional judgment and personal integrity
- Represent the Fraternity's Mission and Values by through words and actions
- Travel: 20% -- Long distance travel via car and airplane required
- Willingness to work long and irregular hours

Physical Effort: (Needed to perform job duties and responsibilities)

- Capable of using a personal computer or other similar device
- While performing the responsibilities as Director of Chapter Services, employee is required to talk, hear, see, sit, stand, walk, use hands and fingers to handle and feel, and lift up to 40 lbs.

Acknowledgment:

This job description is a summary of the typical functions of the job and is not an exhaustive or comprehensive list of all possible job activities, duties and responsibilities. You may be asked by supervisors or managers to perform other instructions and duties. You will be evaluated in part based upon your performance of the duties and responsibilities listed in this job description. Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.

Employee Signature

Date

Supervisor Signature

Date