



Staff Position Description:
Director of Member Services

Inherent in each staff position within Alpha Xi Delta Fraternity is an obligation to commit to the Fraternity's vision: *Inspiring women to realize their potential*. Further, each position includes a responsibility to promote and carry out the Fraternity's mission: *To enrich the life of every Alpha Xi Delta*.

RESPONSIBLE TO:	Associate Executive Director
DEPARTMENT AND CLASSIFICATION:	The Director of Member Services is the administrator of the Member Services Department. The position is classified as exempt.
PURPOSES AND BASIC FUNCTIONS:	<p>To direct the responsibilities and tasks of the Member Services Department to meet the goals of the Fraternity.</p> <p>To keep current on issues and other matters affecting college campus life.</p> <p>To implement initiatives in order to support and improve the overall undergraduate Alpha Xi Delta experience.</p> <p>To improve the Fraternity's relationships with colleges and universities.</p> <p>To promote volunteer and alumnae involvement throughout the membership.</p>
INTERNAL RELATIONSHIPS:	<p>Fosters a sense of team spirit and cooperation among all Fraternity personnel, both staff and volunteer.</p> <p>Cultivates a sense of connectedness between all members and the Fraternity.</p> <p>Serves as the liaison between the National Fraternity and the National Directors Network.</p> <p>Maintains regular communication with volunteer leaders, college chapters, and alumnae advisors.</p> <p>Ensures effective communication between the Member Services Department staff and assigned volunteers.</p> <p>Works to provide and ensure quality professional development and training for Member Services Department staff, and to foster a quality employment experience.</p> <p>Develops training resources that meet the communication</p>

expectations of the various generations in the Fraternity's membership in both delivery method and content.

**EXTERNAL
RELATIONSHIPS:**

Maintains regular communication with campus administrators.
Ensures that Alpha Xi Delta has a meaningful presence and visibility in all key fraternal organizations and associations, maintaining personal and active membership wherever appropriate.
Represents Alpha Xi Delta and ensures that it is highly and positively visible to its campus communities, stakeholders and publics.

DUTIES AND RESPONSIBILITIES

Operation of the Member Services Department

- ❖ Coordinates the Member Services Department staff to carry out strategic priorities with a "best in class" mindset and reach the Fraternity's goals.
- ❖ Hires, trains, supervises and evaluates the Department's staff
- ❖ Maintains complete and accurate personnel records with master records being housed at Fraternity Headquarters.

College Chapters and Establishing Chapters

- ❖ Oversees the support to and development of college chapters and establishing chapters.
- ❖ Communicates the Fraternity's policies and expectations of compliance to the membership on a regular basis.
- ❖ Alerts the Associate Executive Director to violations by college chapters and establishing chapters of university or Fraternity policies; recommends any related disciplinary action.
- ❖ Creates and updates resources for training and use by college chapter officers and those whose work supports college chapter growth and development.
- ❖ Implements and administers an annual reporting system to assess the development, management, and overall welfare of chapters and establishing chapters.
- ❖ Develops and provides training for the Fraternity's volunteers, especially those who work with the college chapters and establishing chapters. (See "Volunteers".)
- ❖ Keeps abreast of significant developments and trends that might impact the Fraternity, and assists the Associate Executive Director in developing related analyses, policy options and recommendations for National Council.

Volunteers

- ❖ Serves as a resource and staff liaison to assigned volunteers.
- ❖ Identifies, recruits, and assists in the retention of volunteers.
- ❖ Participates in developing and promoting the lifetime engagement program.
- ❖ Maintains the integrity of the volunteer structure.
- ❖ Works with the Member Services department to design the training of volunteers.
- ❖ Assists in the development and implementation of training for chapter advisors, as needed and approved.

Educational Leadership Consultants

- ❖ Recruits, hires, and coordinates training of each year's team of educational leadership consultants.
- ❖ Designs and implements, in conjunction with the Education and Leadership Department, overall educational leadership consultant program that meets the goals of the Fraternity and helps college chapters meet Annual Progress Report standards as well as the Fraternity's strategic priorities.

National Meetings and Training

- ❖ Assists with the design and implementation of national meetings, such as National Convention and Area Wide Trainings.
- ❖ Attends national meetings of other organizations on behalf of the Fraternity.
- ❖ Assists in developing educational and training resources for the Fraternity.
- ❖ Prepares and presents Alpha Xi Delta programs to chapters and volunteers when needed.

Extension

- ❖ Participates as needed in extension presentations, chapter establishments and installations of new chapters.
- ❖ Monitors the overall development of establishing chapters and new chapters with the help of Associate Directors.

Foundation

- ❖ Participates in donor cultivation events in the assigned area, as requested by the Foundation's Director of Development.

Additional Responsibilities and Assignments

- ❖ Undertakes additional assignments and projects as requested or assigned by the Associate Executive Director.
- ❖ Maintains a corporate credit card account, providing all required receipts for reconciliation.
- ❖ Maintains a safe driving record.
- ❖ Maintains and is responsible for business equipment.

- ❖ Assists in budget preparation and monitoring of own portion of the Fraternity budget.
- ❖ Travels as needed to fulfill job responsibilities, which travel requirements may be extensive.

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MS-DMS October 2019 /Shared/jobstaff)