



**Staff Position Description:
Associate 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: Director of Member Services

DEPARTMENT AND CLASSIFICATION: The Associate Director of Member Services is a member of the Member Services Department. The position is classified as exempt.

PURPOSES AND BASIC FUNCTIONS:

- To direct the responsibilities and tasks of his or her area of the Member Services Department to meet the goals of the Fraternity.
- To work strategically to improve the recruiting strength of assigned chapters.
- To maintain the Fraternity's cooperative relationships with assigned colleges and universities.
- To work to ensure that assigned chapter operations are executed with a "best in class" mentality.
- To promote volunteer and alumnae involvement throughout the membership.
- To keep current on issues and other matters affecting college campus life, as well as those affecting alumnae members, especially in their volunteer work with the chapters and collegiate members.

INTERNAL RELATIONSHIPS: Every Alpha Xi Delta staff member is integral in fulfilling the Fraternity's vision and mission. Although a position may generally require collaboration more with one staff member than with another, all staff members work cooperatively and respectfully with each other.

The Associate Director of Member Services has regular contact with volunteer leaders, college chapters, and alumnae associations, and is the liaison between the National Fraternity and the National Directors Network, the Area Facilitators, and the college chapter advisors.

DUTIES AND RESPONSIBILITIES

Overall Operations

- Coordinates assigned area in order to carry out strategic priorities with "best in class" mindset and reach Fraternity goals.
- Strategizes, trains and works alongside Fraternity staff and volunteers.
- Assists in maintaining chapter records for the respective area of member services.

University Relations

- Schedules appointments with Fraternity/Sorority Life professionals and Vice Presidents of Student Affairs when visiting campuses.
- Cultivates a partnership with each of Alpha Xi Delta's host institutions.
- Understands and keeps abreast of specific campus trends, traditions and cultures.

Training

- Attends training and educational sessions at Fraternity Headquarters or other designated location.
- Assists in developing and implementing training for Fraternity volunteers, especially National Council Designees and Chapter Advisory boards.
- Assists in training educational leadership consultants and leadership coaches.
- Assists in developing educational and training software for the Fraternity.

College Chapters

- Oversees the support and development of assigned college chapters.
- Maintains a functional knowledge of the recruitment system and identifies opportunities for growth for each of his or her chapters.
- Responds to violations of university or Fraternity policies; recommends, in conjunction with appropriate volunteers, disciplinary action of chapters and collegiate members.
- Stays current on college campus trends, issues and higher education needs.
- Visits college chapters when needed to assist with recruitment, conduct retreats, provide training, and help with chapter management, submitting a written report within two weeks of the visit.
- Prepares and presents Alpha Xi Delta programs to chapters when needed.
- Completes follow-up work after each chapter visit.
- Assists in the implementation and administration of the Annual Progress Report (APR) to assess the development, management, and overall welfare of chapters.
- Assists in creating and updating resources for training and use by college chapter officers and those whose work supports college chapter growth and development.
- Gives guidance and presents alternative courses of action to collegiate members and their advisors in chapter development and member recruitment.
- Facilitates a team approach to the development of the chapter by coordinating the relationships between the volunteer structure and the chapter's officers.
- Partners with the educational leadership consultant or leadership coach in providing goals and

feedback to college chapters.

Volunteers

- Serves as a resource and staff liaison to the National Council Designees and other assigned volunteers.
- Serves as a resource and staff liaison to assigned National Director and Territory Directors, if applicable.
- Identifies, recruits, and assists in the retention of volunteers.
- Participates in promoting the lifetime engagement program.
- Maintains the integrity of the volunteer structure.
- Assists in the development and implementation of volunteer training.

National Meetings

- Assists with the design and implementation of national meetings, such as National Convention, Alpha Xi Delta's national leadership programming, and The Workout.
- Attends national meetings of other organizations on behalf of the Fraternity.

Extension

- Participates in evaluation of extension opportunities.
- Participates in extension presentations to interested campuses as needed.
- Participates in establishing and installations of new chapters as directed.

Foundation

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

Miscellaneous

- Maintains a corporate credit card account, adhering to the Fraternity policy, including providing all required receipts for reconciliation.
- Undertakes additional assignments and projects as assigned by the Director of Member Services.
- Travels as needed to college chapters, adhering to the Fraternity travel policy.
- Makes his or her own travel arrangements for each chapter visit.
- Maintains and is responsible for business equipment.
- Maintains a safe driving record.
- Assists in budget preparation and monitoring of own portion of the Fraternity budget.
- Participates in weekly conference call with the Member Services Team.
- Provides timely feedback to collegians, advisors and co-workers.
- Utilizes "best practices" in all activities and programming.

