



DELTA TAU DELTA

Delta Tau Delta Fraternity Chapter Services Coordinator Job Posting

Job Title: Chapter Services Coordinator (2 positions)

Position: Full time; may be eligible to work remotely

Exempt/Non-Exempt (OT Eligible): Exempt

Reports to: Director of Risk Response and Education

Supervisory responsibilities: None

Job Summary:

The Chapter Services Coordinator (CSC) works with existing chapters with risk management and/or chapter operational concerns. The CSC oversees support provided to chapters in need of development in the following areas: risk management, finances, recruitment, accreditation, officer transition, and overall operations. In addition, the CSC supports undergraduate members and volunteers at chapters with an Alumni Supervisory Committee in place. The Chapter Services Coordinator will also oversee the development and implementation of officer training, including the execution of the President's Excellence Institute. This position travels onsite to campuses to provide in person support as well as ongoing remote coaching.

Essential Duties:

Strategic Work

- Develop the men of Delta Tau Delta Fraternity.
- Review, analyze and educate members on Delta Tau Delta policies and procedures.
- Create an environment in chapters that emphasizes the well-being of all individuals through compliance with Fraternity and campus expectations related to member safety.
- Focus on change management theories to help positive chapter culture change occur.

Functional Responsibilities and Deliverables

- Oversee support for chapters navigating risk management issues and chapter operations issues.
- Develop and conduct chapter workshops and retreats, including risk management, chapter culture and chapter operations programming.
- Provide training and on-boarding to new advisors or members of Alumni Supervisory Committees (ASC) when appointed to chapters.
- Serve as staff lead for chapter finances and bookkeeping support through the OmegaFi vault billing system.
- Assist chapters with updating membership records and status changes.
- Develop officer training resources for chapter leadership.
- Manage the development and implementation of the President's Excellence Institute (annual in-person training for chapter presidents).



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- Utilize multiple strategic methods to measure benchmarks and create action plan based on chapter needs. This could be financial, retention, growth or accreditation work.
- Track progress of chapters provided sanctions by the university or Central Office.
- Complete post-visit paperwork and assessment.
- Build rapport between undergraduate members, local volunteers and the national organization.

Competencies:

The following competencies have been identified as important behaviors the person in this position will need to possess and develop. The initial onboarding process, ongoing personal development and performance benchmarks for this position will focus on these job competencies:

Business	Team	Personal development
<ul style="list-style-type: none">• Accountability• Action oriented• Adaptability• Collaboration• Manages change	<ul style="list-style-type: none">• Balances stakeholders• Conflict management• Creates trust• Feedback• Motivates others• Relationship building	<ul style="list-style-type: none">• Grit• Resilience

Other Responsibilities:

- Travel to a managed portfolio of chapter and conduct subject matter specific visits in varying lengths of time from one day to one week.
- Represent the organization and act as an ambassador of Delta Tau Delta.
- Attend and assist at division conferences.
- Attend the Karnea convention on even years.
- Work with various departments and external audiences in communicating and achieving organization initiatives.
- Support in coordinating logistics for membership reviews.
- Assist with other duties and projects as assigned.

Required Qualifications (Education, experience, knowledge, skills, overtime, licenses, etc.):

- Preferred candidates will have a master's degree or a bachelor's degree with at least two years of professional experience working in the fraternity and sorority industry. The minimum requirement is a bachelor's degree.
- Travel approximately 35-40 percent of the time through the contiguous United States via car or plane. Work includes nights and weekends. Majority of travel conducted during academic year.
- Have a valid driver's license.
- Experience with establishing priorities and meeting deadlines for assigned projects.



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- Demonstrated ability to collaborate with people in a group setting to guide them to make decisions and take action.
- Proven ability to create trust and develop relationships with a wide variety of stakeholders.
- Willingness to try new ideas or methods to accomplish something challenging.
- Excellent verbal and written communication skills.
- Proficient in use of common office equipment (e.g. computer, printer, telephone).

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

While performing job responsibilities, employee is required to communicate with others to exchange information, speak publicly, move and sit.

Compensation

Compensation is commensurate with education and experience, starting at \$46,000. Benefits include comprehensive health plans, 401k with employer match after first year of employment, a AAA membership, use of a company laptop and cell phone and the opportunity for continuing education. Based on achieving goals, this position may be eligible for an annual bonus

How to apply

1. Complete the online application found at www.delts.org,
2. Email a cover letter discussing the questions listed below,
3. Email a resume,
4. Email two professional or experiential references letters.

For immediate consideration submit items to:
Tiffani Ziemann, Director of Risk Response and Education
tiffani.ziemann@delts.org

In your cover letter, please include responses to the following prompts:

- Describe a time when you had to manage expectations about what you could realistically accomplish.
- Describe a time when you had to seek input, feedback and advice from peers and advisors/supervisors.
- Describe a time when you were energized by a challenge.