

Operations Support Manager

Job Title: Operations Support Manager

Salary Type: Exempt

Reports to: Special Projects Director

Effective: July 2024

PRINCIPAL OBJECTIVE:

This full-time position provides services essential to the mission of the organization and day-to-day operations of Pi Beta Phi's physical office space and various other administrative duties.

CORE RESPONSIBILITIES:

- Oversees and coordinates ongoing maintenance and improvements to the Headquarters building and provides premier customer service to all who come to Headquarters ensuring the building is prepared for guests, volunteers, additional staff, etc. before their arrival.
- Maintains positive vendor relations with all individuals and companies hired to service the building.
- Manages the Building Committee and works collaboratively with the team on large building projects.
- Serves as primary operations support for the volunteer officer transition process, partnering closely with the IT Specialist.
- Responsible for the logistics related onboarding and offboarding of Headquarters staff, partnering with key stakeholders throughout the organization to accomplish all tasks.
- Coordinates the internal meeting and travel logistics for the Fraternity, FHC, and Foundation meetings, including interview candidates.
- Responsible for the annual Fraternity Awards process by managing all tasks related to the applications, communications and distribution of Individual, Collegiate, Alumnae and Convention-only awards.
- Serves as the Headquarters liaison to Herff Jones, the Fraternity's official jeweler, and ensures proper inventory of Initiation Badges, New Member Pins and awards jewelry.
- Supports day-to-day administrative duties and provides key operational support to all departments of the organization as needed. This includes serving as the secondary backup to the Administrative Support Specialist's phone, email and mail duties when the HR Support Specialist is unavailable.
- Provides elevated administrative support to key stakeholders, including the Executive Director.
- Other duties as assigned.

HEADQUARTERS STAFF COMMITMENTS

All members of the Headquarters staff are expected to:

- Offer premier customer service.
- Commit to collaborative relationships with volunteers.
- Care for each other.
- Building affinity and Pi Phi Pride with every action and interaction.

QUALIFICATIONS OF A SUCCESSFUL CANDIDATE:

Bachelor's degree with at least five years of experience or any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

Proficient in the Microsoft suite, including Outlook, OneDrive, SharePoint, etc.

Shares the Fraternity's commitment to Diversity, Equity and Inclusion.

Fraternity/sorority experience or knowledge preferred but not essential.

ADDITIONAL INFORMATION:

Minimal travel required.

Pi Beta Phi's Mission, Vision, Core Values and statements philanthropic service and Commitment to Diversity, Equity and Inclusion can be found at pibetaphi.org/about.