

Assistant Director of Chapter Services

Job Title: Assistant Director of Chapter Services

Salary Type: Exempt

Reports to: Chapter Services Director

Effective: April 2025

PRINCIPAL OBJECTIVE:

This full-time position serves members, chapters, volunteer officers and host institutions by providing support for day-to-day chapter needs and functions within a defined specialty area.

CORE RESPONSIBILITIES:

- Supports the elevated customer service needs of members and caregivers related to all aspects of the collegiate experience within assigned regions in partnership with the Chapter Services Coordinator.
- Provides day-to-day support to assigned Regional Teams as a staff liaison, partnering closely with the Collegiate Regional Director to support the collegiate functions of the region.
- Informs, monitors and is accountable for the overall support strategy, both day-to-day and elevated, for chapters within their defined regions. Collaborates and partners with the Collegiate Regional Director, Director Chapter Support and other specialty area volunteers and staff. May serve as a staff support partner on a support team when needed.
- Is the primary point of contact to campus Fraternity/Sorority Advisors within their defined regions and builds strong partnerships with campus administrators across the institution.
- Actively participates in meetings and calls related to the chapters in their regions pertaining to all topics including chapter support strategies, Panhellenic needs, escalated issues, etc.
- Serves as the staff specialty liaison to an assigned specialty area including the applicable Specialty Director and Specialist team. Monitors trends in the specialty area and develops resources and tools to aid in this specialty area.
- Manages collegiate database functions including membership status changes and chapter reporting for their defined regions and specialty area in partnership with the Chapter Services Coordinator.
- Supports the overall Leadership Development Consultant program in partnership with the Chapter Services Director and Chapter Services Team through ongoing program execution and the direct supervision of assigned consultants.
- Sets the chapter visit strategy in partnership with the Collegiate Regional Director to ensure staff visit coverage from their team, including LDC visits, and coordinates visit follow up measures including reviewing and distributing visit reports.
- Serves on Operational and Strategic Plan tactic teams and moves relevant projects forward as assigned.
- Participates in the Emergency Hotline on call rotation.
- Completes 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.
- Build affinity and Pi Phi Pride with every action and interaction.

QUALIFICATIONS OF A SUCCESSFUL CANDIDATE:

Bachelor's degree with three – five years of experience in an office setting or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.

Pi Beta Phi Fraternity membership preferred.

ADDITIONAL INFORMATION:

Moderate travel required, including frequent and short-notice chapter visits in their defined regions.

Directly supervises the following: Leadership Development Consultants, as assigned

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