

POSITION

Alumna Leadership Coordinator

RESPONSIBILITIES

The Alumna Leadership Coordinator supports Kappa Kappa Gamma and the Kappa Kappa Gamma Foundation in the recruitment, development, coaching, and retention of alumnae to serve as volunteers. The Alumna Leadership Coordinator collaborates to identify, implement, and evaluate structures and programs to enhance the volunteer experience and align talents to organizational needs.

Volunteer Recruitment

- Develop and manage a continuous volunteer recruitment plan.
- Coordinate the ongoing intake and tracking of volunteer interest from alumnae.
- Coordinate all communication to volunteers from orientation through their departure from the volunteer role.
- Analyze volunteer trends and data.
- Identify technological resources to increase volunteer applications and manage volunteer tracking data.
- Collaborate with the Alumna Relations Director, Advisory Board Director and Facilities Director to develop programs for identifying and recruiting potential volunteers for local Kappa positions.

Volunteer Development

- Collaborate with the Education and Training Department to develop programs and content aimed at increased volunteer preparedness.
- Plan, implement, and evaluate learning and development opportunities using a range of delivery methods and adult learning models.
- Consult with Fraternity and Foundation leaders and Kappa Kappa Gamma Headquarters staff to help identify goals, determine necessary performance criteria, and evaluate goal attainment.
- Establish and maintain strong relationships — internal and external — with the Fraternity and Foundation.

Volunteer Retention and Recognition

- Assess volunteer retention and the largest contributors to the attrition of volunteers.
- Oversee all volunteer performance assessments and exit interviews. Provide coaching and guidance to volunteers.
- Propose, plan and execute an annual volunteer recognition program aimed at retaining alumna commitment.
- Collaborate with supervising volunteers, Fraternity Council and the Alumnae Experience Director in the volunteer removal process (when necessary).
- Work with the Leadership Education and Development (LEAD) Committee and Nominating Committee.

EDUCATION AND EXPERIENCE

- Bachelor's degree with relevant/applicable experience.
- Excellent customer service skills.
- Ability to accommodate volunteer schedules by attending meetings on nights and weekends when necessary.
- Experience with community building and fostering professional relationships with different stakeholders and constituencies.
- Demonstrated flexibility: Adapting quickly and resourcefully to shifting priorities and requirements and willing to work on different projects simultaneously.

Kappa Kappa Gamma is committed to building and maintaining a workplace that reflects human diversity and is committed to equal opportunity and eliminating discrimination and harassment.