

PURPOSE

The Chapter Services Coordinator is responsible for providing daily operational support to collegiate chapters and advisers in assigned districts. This role will serve as a centralized contact for chapter questions, resource needs, communication and training.

RESPONSIBILITIES

- Provide daily operational support to collegiate chapters and advisers in assigned districts. Serve as a resource at Kappa Kappa Gamma Headquarters to assist chapter officers with all aspects of chapter operations. Proactively communicate with chapter Presidents.
- Evaluate chapter effectiveness and adherence to Fraternity policies. Assess successes and challenges of chapters and create chapter action plans to address identified chapter issues and needs. Collaborate with Leadership Consultants and volunteers to identify and mitigate chapter problems. Conduct workshops and make suggestions for addressing chapter issues (as requested).
- Research and record up-to-date statistics and information reported for all chapters, including membership data, Advisory Board and House Board changes, collegiate officer changes, scholarship data, university and National Panhellenic Conference member group statistics, and staff and officer visit history. Provide statistical analysis as requested by Fraternity officers.
- Maintain knowledge of the Fraternity standards process, member statuses (e.g., Associate Membership and Special Status), *KeyReports* and Fraternity documents. Maintain knowledge of trends, best practices, and procedures used on college campuses and by National Panhellenic Conference organizations. Share this information with the Chapter Services Department.
- Develop, review, revise, catalog, and manage all Fraternity forms and documents by role and type. Ensure content is updated, accurate and accessible. Coordinate targeted chapter officer communications.
- Assist volunteers with leadership training for chapter officers and general year-round officer support. Collaborate with content experts and the Education and Training Department to develop effective training materials.
- Assist with all aspects of extension, chapter establishment and Installation in conjunction with the Extension Coordinators.
- Process all initiation requests and membership status change reports received from assigned chapters. Approve badge orders as requested.
- Build and maintain relationships with Greek life offices. Attend conferences and events promoting the development of relationships. Communicate regularly with Greek-letter organizations and Greek life offices.
- Other duties as assigned.

POSITION REQUIREMENTS

- A bachelor's degree is required.

- A minimum of one to three years of administrative, project management, event planning, higher education or related experience is required. Experience with chapter assessment, chapter programming and/or change implementation is preferred.
- The ideal candidate will possess strong creative, analytical, and interpersonal skills; demonstrated oral and written communication skills; and presentation and facilitation skills. He or she should have the ability to set priorities, take initiative in a fast-paced environment, and work independently and as part of a team. The candidate should also be knowledgeable of Kappa Kappa Gamma's operations, documents, policies and procedures and be able to travel out of town and overnight.