

## PURPOSE

As a member of the Chapter Services Department, the New Chapter and Chapter Development Coordinator provides daily operational support for our newly established chapters and chapters that need extra support. This position collaborates frequently with the extension and communications teams, based Leadership Consultants, and Fraternity district volunteers to develop and implement comprehensive support strategies, lead ongoing development plans, and provide targeted training and resources for volunteers in order to ensure the viability and sustainability of newly established chapters and focus chapters.

## RESPONSIBILITIES

- Collaborate with staff and volunteer teams to provide chapter-specific support for newly established chapters and focus chapters.
- Partner with the extension team, serve as a point of contact on the chapter services team for establishments, and assist with aspects of chapter establishments as needed.
- Support, coach and help train the resident Leadership Consultants in their work with newly established chapters and focus chapters.
- Partner with the Chapter Services Coordinators to identify focus chapters, determine priorities, and develop a strategy to make positive developmental changes.
- Collaborate with content experts and the Education and Training Department to develop a continual education strategy and effective training materials as well as determine benchmarks for chapter development and management.
- Partner with content experts, the Director of Alumnae Experience, and the Alumnae Leadership Coordinator to support efforts to recruit, train, and onboard alumna volunteers and chapter advisers working with new chapters and focus chapters.
- Assess the progress of newly established chapters and focus chapters to make appropriate recommendations as needed.
- Evaluate chapters' effectiveness and adherence to Fraternity policies to assess their successes and challenges and create chapter action plans to address identified issues and needs.
- Collaborate with Leadership Consultants and volunteers to identify and mitigate problems. Conduct workshops and make suggestions for addressing chapter issues (as requested).
- 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 of college campuses and National Panhellenic Conference organizations.
- 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

- Bachelor's degree.
- Two to five years of professional experience in the fraternity and sorority field or a related area (preferred).
- Strong creative, critical thinking, and analytical skills.
- Experience with and understanding of group development, student development theory, Membership Recruitment, and chapter establishment.
- Demonstrated written and verbal communication skills as well as presentation and facilitation skills.
- Ability to set priorities, take initiative, and manage multiple projects in a fast-paced environment.
- Knowledge of Kappa Kappa Gamma's operations, documents, policies and procedures.
- Willingness to travel 20%–30% of the time and attend weekend or evening meetings on behalf of Kappa Kappa Gamma.
- Membership in Kappa Kappa Gamma (strongly preferred).