Position Title: Senior Chapter Services Manager
Reports To: Assistant Executive Director
Manages: One or more staff member(s)
Location: Carmel, Indiana or remote
Salary: $55,000+

In This Role, You Will:

- Support Sigma Delta Tau's collegiate chapters internally and externally as a member of the Chapter Services Team.
    - Communicate regularly with chapter leaders, advisors, regional directors, and additional national volunteers to provide support, resources, and procedural guidance.
    - Serve as staff-point for procedural oversight, support, education, and tracking of individual member accountability.
    - Utilize assessment and report data to develop and manage Chapter Support Plans and other interventions.
    - Create and execute strategies to support the overall growth and development of collegiate chapters and their chapter operations.
    - Maintain data and records for individual chapters and the organization.
    - Plan, organize, and prepare chapter and volunteer training efforts in collaboration with staff and volunteers.
- Serve as a member of Sigma Delta Tau's Risk Management Team.
    - Serve as the secondary contact for host institutions as it relates to support, incidents, investigations, and conduct issues.
    - Execute strategies to support the overall accountability and safety of chapters and members. This includes investigation support, prevention and response protocol, resource development, training, and education.
    - Work with the team to coordinate responses for any crisis management situations that may arise in collegiate chapters.
    - Monitor trends in higher education, student affairs, and fraternity/sorority life as it relates to risk management and incident response.
    - Provide relevant training, resources, and support to staff and volunteers.
- Supervise one or more staff member(s) including identifying/developing talent in concert with organization objectives; providing training, guidance, and leadership; and building a culture of growth through ongoing feedback and performance evaluations.
- Oversee Sigma Delta Tau individual and chapter awards, including coordinating application timelines and review, communication, and distribution.
- Participate in and contribute to the broader industry through relevant associations, conferences, and engagement.
- Fulfill other duties as assigned.

Who You Are:

- A member of a sorority/fraternity who is appreciative and deeply understanding of the sorority experience; excited to support the work of Sigma Delta Tau.
- A professional who is invested in the student experience and passionate about risk reduction, safety, and education.
- A critical thinker with the ability to analyze, design, develop, implement, and evaluate chapter needs and respond in a manner which generates positive change and growth. With this, an ability to identify root causes of issues and connect information to find themes and areas for improvement.
- A pro in time management with a demonstrated ability to prioritize tasks and balance multiple projects at once.
- A self-starter who is able to work independently and keep projects/tasks moving.
- A skilled communicator who presents information concisely and accurately, with strong attention to detail.
- A team player who values building relationships and working collaboratively with staff, volunteers, members, and external partners.
- A lover of travel and willingness to visit chapters, facilitate programs, and represent the organization at conferences/events as needed.
- A human committed to Diversity, Equity, and Inclusion.
- A servant leader motivated to exceed expectations with high ethical standards.

What You will Need:

- Bachelor's degree and 3+ years of related professional experience; master's degree and membership in a sorority or fraternity is preferred
- Ability to have discretion with confidential and sensitive information.
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Excellent organization and task/project prioritization skills.
- Strong interpersonal skills with a demonstrated ability to establish and maintain effective relationships with collegiate leaders, volunteers, and campus partners.
- Demonstrated experience working with individuals representing a wide range of backgrounds, cultures, and experiences.
- Willingness to work flexible hours, including evenings and weekends.
- Ability to travel out-of-town within the United States as frequently as required, including nights and weekends to fulfill job responsibilities.

About Sigma Delta Tau:

Sigma Delta Tau is a National women's social sorority, founded in 1917 at Cornell University by seven Jewish women. The National Sorority has more than 65,000 members. SDT empowers each member to reach her fullest potential by enriching the experience of women with similar ideals, building lasting relationships, promoting civic responsibility, and fostering personal growth.

Sigma Delta Tau's Risk Management Philosophy / Health & Safety Resources
Facebook
Instagram

To Apply:

To apply, please submit a cover letter and resume to Assistant Executive Director, Alexis Geik, at akarwoski@sigmadeltatau.org. Application review will begin mid-November/early December.