



Title:	Collegiate Support Specialist
Department:	Collegiate Services
Supervisor's Title:	Collegiate Support Manager
Position Status:	Salaried, full-time
Position Location:	Carmel, IN; some travel required
Position Summary:	Supports activities of assigned collegiate chapters; partners with volunteers and staff to implement and execute chapter development efforts; advises, informs and consults with chapter members and local/national volunteers in all areas chapter operations.

Qualifications:

- Bachelor's degree
- Initiated member of Sigma Kappa Sorority
- One year of experience in supervision of collegiate chapter operations and/or recruitment
- Strong written and oral communication skills, customer service skills, organizational and delegation skills, attention to detail, presentation and facilitation skills and interpersonal/relationship building skills
- Ability to motivate and inspire others
- Experience with chapter management, development of collegiate programming and implementation of change efforts
- Knowledge of Sigma Kappa Sorority operations, policies and procedures

Responsibilities:

- Visit and work cooperatively with collegiate chapter officers, local and national volunteers, and staff to assist assigned chapters in all areas of chapter support.
 - Evaluate chapter effectiveness and adherence to national policy.
 - Assess the strengths and weaknesses of chapters and make suggestions to the appropriate individuals for follow-up.

- Assist chapter members and local volunteers with the implementation and usage of new operational and programming initiatives.
- Develop and assess chapter plans of action to address identified chapter concerns and needs.
 - Conduct workshops and share new, creative ideas and/or programs for addressing chapter issues as requested.
- Process and record all data related to assigned chapters including membership petitions, membership status change reports, statistics, and report information.
 - Facilitate clearing chapters with outstanding business.
 - Utilize chapter and university statistics and reports to track progress of collegiate chapters. Provide statistical analysis as requested
- Stay current on collegiate trends, hot topics, practices and procedures being used on college campuses and by National Panhellenic Conference sororities and share information with collegiate services team.
- Create and/or edit online training modules, officer handbooks and annual supplies as assigned.
- Create, maintain and assign reviewers for annual officer reports on.
- Perform other duties as may be prescribed by the collegiate operations manager, director of collegiate services or executive director of Sigma Kappa Sorority.

Expectations:

- Consistently demonstrate through words, actions, and interactions, alignment with the Sorority's values and strategic direction, focusing on the success of the Sorority.
- Promote the ongoing development of a service relationship with collegiate chapters, local and national volunteers, and all members of the Sorority.
- Represent Sigma Kappa within related professional organizations as approved by the supervisors.
- Assist with preparations for national meetings as assigned, and travel to meetings to provide on-site staff support.
- Demonstrate a positive, problem-solving mindset with a spirit of teamwork.
- Maintain positive public relations within the Sorority, among all Sorority entities, in contact with other NPC and NIC groups, university officials, vendors, and others.
- Maintain and develop materials and procedure notebooks as appropriate to the position.

Revised February 2017