Title: Alumnae Engagement Specialist

Team: Membership

Supervisor’s Title: Director of Alumnae Engagement

Position Status: Full-time, Exempt

Position Location: Carmel, Indiana, preferred

Position Summary: This role supports the processes and procedures of engagement, retention, growth and development for Sigma Kappa’s alumnae chapters and volunteers and manages the alumnae initiate program.

Qualifications:
- Bachelor’s degree
- Experience in training and/or program development, staff/personnel management or appropriate related experience
- Knowledge of the policies and procedures of Sigma Kappa or other membership organizations
- Demonstrated leadership abilities and project management experience

Responsibilities:
- Provide direct support to alumnae team national volunteers, alumnae chapter officers and alumnae members.
- Serve as frontline staff to manage and address inquiries related to alumnae chapters as well as general alumnae inquiries, offering superior customer service.
- Promote alumnae chapter participation including supporting maintenance and growth of existing chapters and establishing new chapters.
- Support alumnae chapters through database use and managing reports and awards process
- Develop and review resources for alumnae chapters
- Work with the alumnae national volunteers to consider opportunities to open new alumnae chapters.
- In collaboration with the director of volunteer engagement, manage the logistics of the national volunteer appointment process.
• Champion the alumnae initiate experience and member reinstatement requests.
• Assist in implementation and execution of alumnae engagement opportunities.
• Support the day-to-day work of the alumnae national volunteer team.

Expectations:
• Consistently demonstrate through words, actions and interactions, alignment with the Sorority’s values, strategic direction and commitment to diversity, equity, access and inclusion, focusing on the success of the organization.
• Promote the ongoing development of a service rapport with chapters, local and national volunteers and all members of the Sorority.
• Represent Sigma Kappa within related professional organizations as approved by the executive director.
• Assist with preparations for national meetings and events as assigned, and travel to meetings to provide on-site staff support.
• Demonstrate a positive, problem-solving mindset and a spirit of teamwork and cooperation.
• Demonstrated project management experience.
• Maintain positive public relations within the Sorority, among all Sorority entities, in contact with other membership groups, university officials, vendors and others.
• Maintain and develop materials and procedure notebooks as appropriate to the position.
• Perform other duties as assigned by the director of alumnae engagement, senior director of membership strategy or the chief executive officer of Sigma Kappa Sorority.

Technical/Computer Skills:
• Ability to effectively use email (MS Outlook) and MS Office software programs.
• Ability and willingness to effectively use other job-related technology tools.

Physical Demands:
• Ability to stand under 1/3 of the time.
• Ability to walk under 1/3 of the time.
• Ability to sit more than 2/3 of the time.
• Ability to talk or hear from 1/3 to 2/3 of the time.
• Ability to lift 20 lbs. under 1/3 of the time.

Work Environment:
• The work environment is that of a fast-paced office with minimal to high noise levels and moderate temperatures.
• This position requires working independently as well as part of a team.
• This position requires verbal and face-to-face contact with others on a daily basis.
• Frequent use of a computer, general office equipment, and/or personal device (e.g., cell phone, tablet) is necessary.
• The position requires client information be maintained appropriately confidential.
The qualifications, responsibilities, expectations, technical/computer skills, work environment, and physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Sigma Kappa provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

*Revised December 2022*