Title: Alumnae Engagement Specialist

Team: Membership

Supervisor’s Title: Director of Alumnae Engagement

Position Status: Full-time, Exempt

Position Location: Carmel, Indiana

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

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 national volunteers, alumnae chapter officers and alumnae members.
- Manage the logistics of the national volunteer appointment process.
- Support alumnae chapter logistics, including membership data, growth, reporting, financial needs, risk management and overall inquiries.
- Work with the growth team to consider opportunities to open new alumnae chapters.
- Track the alumnae initiate program and member reinstatement requests.
- Assist in implementation and execution of alumnae engagement programs.
- 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 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 executive director 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.

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