



Title: Collegiate Support Manager

Team: Membership

Supervisor's Title: Director of Collegiate Services

Position Status: Full-time, exempt

Position Location: Carmel, IN, preferred

Position Summary: Support collegiate chapters and volunteers in all areas of chapter operations with a focus on hiring and training the traveling staff team. Serve as one of four primary supervisors for traveling staff.

Qualifications:

- Bachelor's degree; master's degree in college student personnel, higher education administration or similar field strongly preferred.
- Minimum of two years supervisory experience or relevant work experience.
- Experience with chapter assessment, development of collegiate programming and implementation of change efforts.
- Experience hiring, onboarding and ongoing professional development training of staff.
- In-depth knowledge of Sigma Kappa Sorority operations, bylaws, policies and procedures.

Responsibilities:

- Work with collegiate support managers (CSMs) to recruit, interview, train and supervise traveling staff.
- Work with collegiate support managers (CSMs) to develop and manage staff travel schedule based on collegiate chapter needs.
- Collaborate with the Director of Volunteer Engagement to lead the logistics of collegiate management volunteer onboarding and training.
- Work with Director of Collegiate services and specific volunteers to support and supervise all collegiate chapters participating in the new chapter and other chapter advancement programs. Maintain updated resources and procedures for the specialized chapter program.

- Serve as the primary staff contact for Sigma Kappa's database management system, Dove Hub, develop further ways to automate processes through Dove Hub and facilitate training on this system.
- Supervise traveling staff and perform all supervisory responsibilities.

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.
- Strong written and oral communication skills, customer service skills, organizational, multi-tasking and delegation skills, attention to detail and presentation and facilitation skills.
- Strong interpersonal/relationship building skills with the ability to motivate and inspire others.
- Supervise and perform all procedures relating to collegiate services and daily office management in an efficient, effective and professional manner.
- Travel to collegiate chapters as assigned to provide support in areas of risk management, chapter operations and group development.
- 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 may be prescribed by the executive director, senior director of membership strategy or director of collegiate services 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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