Title: Collegiate Support Specialist

Team: Membership

Supervisor’s Title: Collegiate Support Manager

Position Status: Full time, exempt

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
- Prior experience in collegiate chapter operations, recruitment, chapter management, development of collegiate programming and implementation of change efforts
- Proficiency with written and oral communication, customer service, organizational and delegation, attention to detail, presentation and facilitation skills
- Ability to motivate and inspire others and build relationships
- Knowledge of Sigma Kappa Sorority operations, policies and procedures

Responsibilities:
- Support collegiate chapter officers, local and national volunteers for assigned districts in all areas of chapter operations.
- Develop, host and assess collegiate officer round tables and training sessions to address identified chapter concerns and needs.
- Conduct workshops and share new ideas and/or programs for addressing chapter issues as requested to collegiate chapters.
- Process and record all data related to assigned collegiate districts and chapters including membership petitions, membership status change reports, statistics and report information.
- Stay current on collegiate trends, practices and procedures being used on college campuses and by National Panhellenic Conference organizations.
- Create and/or edit online training modules and officer supplies as assigned.
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 may be prescribed by the collegiate support manager, director of collegiate services, senior director of membership strategy or executive director of Sigma Kappa Sorority.

Technical/Computer Skills:
• Ability to effectively use email (MS Outlook) and MS Office software programs as necessary.
• 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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