



Title: Director of Alumnae Engagement

Team: Membership

Supervisor's Title: Senior director of membership strategy

Position Status: Full-time, Exempt

Position Location: Carmel, Indiana, preferred

Position Summary: Responsible for alumnae engagement, retention, growth and development strategies that raise visibility for Sigma Kappa. This position reinforces the value of Sigma Kappa membership to strengthen a member's commitment to the organization.

Qualifications:

- Bachelor's degree
- 3-5 years of experience, preferably within association management, non-profit management or membership-based organization
- Minimum of 2 years supervisory experience
- Experience with membership database systems
- Demonstrated project management experience in a professional environment
- Ability to make decisions based on accurate and timely analysis
- Knowledge of the policies and procedures of Sigma Kappa or other membership organizations

Responsibilities:

- Identifies and constructs strategic enhancements of the alumnae experience through communication, direct touch points and events
- Collaborates with staff and national volunteers to develop and execute alumnae engagement opportunities
- Researches and develops alumnae educational resources in conjunction with the programming & training team
- Provides direct support to alumnae volunteers and serves as staff liaison to director level alumnae team volunteers
- Oversees all national alumnae engagement opportunities, including but not limited to the Colby award, 35 under 35, alumnae national dues campaign and member anniversaries

- Monitors trends and identifies gaps across the alumnae experience, higher education, and with fraternal organization peers. Provides periodic reports and disseminates relevant information to staff, national council and alumnae volunteer team
- Supervises the alumnae engagement manager and alumnae engagement specialist
- Forecasts and manages the alumnae team budget

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.
- Excellent communication, customer service, organization, presentation, facilitation and relationship building skills.
- 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.
- 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 senior director of membership strategy and 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.