



**Title:** Director of Growth

**Department:** Membership

**Supervisor's Title:** Senior Director of Membership Strategy

**Position Status:** Full-time, exempt

**Position Location:** Carmel, Indiana, preferred

**Position Summary:** Works strategically and sustainably with members of the recruitment and extension teams to support chapter growth through recruitment, retention and extension initiatives.

**Qualifications:**

- Bachelor's degree
- 3-5 years of experience, preferably within association management, non-profit management or membership-based organization
- Prior experience in supervision of collegiate chapter operations, recruitment and knowledge of the extension process
- Minimum of two years supervisory experience
- 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:**

- Implements the overall strategic direction for membership recruitment, retention and growth of the organization
- Evaluates processes and procedures related to membership recruitment with a focus on enhancing collaboration, developing resources and streamlining processes
- In collaboration with the programming and training team and recruitment volunteers, develops and facilitates recruitment training for volunteers and collegiate members
- Provides support for identified recruitment, extension and Panhellenic volunteer teams
- Stays up-to-date on recruitment trends and policies within the National Panhellenic Conference (NPC), higher education, and amongst fraternal organization peers
- Thinks strategically and equitably about the growth of the organization by managing the extension strategy of the Sorority

- Coordinates logistics for all phases of the extension process including exploratory visits, material submission, presentations, extension efforts, and installations.
- Develops, forecasts and manages budgets for recruitment and extension
- Supervises the recruitment support specialist

**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.*