Title: Director of Volunteer Engagement

Team: Membership

Supervisor’s Title: Senior Director of Membership Strategy

Position Status: Full-time, exempt

Position Location: Carmel, Indiana, preferred

Position Summary: This role supports the strategies of appointment, retention, and engagement of Sigma Kappa volunteers.

Qualifications:
- Bachelor’s degree
- Minimum of two years professional experience in non-profit, association management, membership-based organization or similar relevant work experience
- Familiarity with membership database systems
- Experience with volunteer management
- Knowledge of the policies and procedures of Sigma Kappa or other membership organizations

Responsibilities:
- Provides direct support to volunteers and serves as staff liaison for the Personnel Committee to:
  - Analyze current volunteer recruitment/identification processes to identify gaps that are in need of improvement
  - Regularly assess needs and identify key strategies to communicate for volunteer vacancies
  - Assist with matching volunteers to appropriate positions seeking to fulfill the needs of the organization as well as the individual
  - Work with the appropriate team(s) to ensure new volunteers are adequately trained
  - Monitors vacancies in volunteer teams and works with appropriate volunteers to fill vacancies
- Identifies the methods and best practices to define how staff supports the volunteer structure
- Coordinates the appointment and interview process for all nationally appointed volunteers
- Manages the communication process for volunteers

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• Creates, implements and assesses the volunteer evaluation process
• Works collaboratively with the programming and training team to identify training and resource needs for volunteers
• Coordinates volunteer support and recognition including details of volunteer appreciation month
• Develops and implements volunteer engagement opportunities
• Works with staff and the director of strategic projects to identify new and micro-volunteering opportunities

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 in a professional environment.
• Excellent communication, customer service, organization, presentation, facilitation and relationship building skills.
• 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 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._