Title: Senior Director of Operational Strategy

Department: Operations

Supervisor’s Title: Executive Director

Position Status: Full-time, exempt

Position Location: Partially remote, Carmel, Indiana

Position Summary: As a member of the executive leadership team, the senior director of operational strategy is responsible for driving staff culture necessary to support the strategic growth of the Sorority; assisting with all aspects of talent management; working with the finance and information systems teams to implement the strategic plan while facilitating integration across teams.

Qualifications:
- Bachelor’s degree required; Master’s degree preferred
- Knowledge of membership organizations
- Demonstrated ability to think strategically and drive process improvement
- Five plus years’ management experience in leading teams or individuals
- Five plus years’ experience in human resource management or similar
- Excellent writing, client service and communication skills

Responsibilities:
- Responsible for and oversees project management of the operations team (finance, housing and information systems)
- Create, maintain and implement the strategic direction for the operations team to ensure progress toward key strategic initiatives, deliverables, and action items
- Assist the executive director in all areas of the employee lifecycle and talent management
- Identify leadership development programs, CliftonStrengths and teambuilding activities and other professional development opportunities for Sorority staff
- Work alongside professional employer organization (PEO) to manage onsite human resources functions, including but not limited to payroll processing and local benefit administration
- Oversee the budgeting process, monthly financials, audit and tax filings
• Work with the housing volunteers to provide support to the Sorority supervised housing team and corporation boards
• Analyze organizational trends for process improvement opportunities
• Perform all supervisory responsibilities including but not limited to conducting team meetings, providing employee feedback and performance reviews for positions within the operations team
• Serve as a member of the Sorority leadership team

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.

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• 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.