



Title: Collegiate Services Manager

Department: Collegiate Services

Supervisor's Title: Director of Collegiate Services

Position Status: Salaried, full-time

Position Location: Carmel, IN

Position Summary: Supervises leadership consultants, administers leadership consultant program and provides support to collegiate chapters in all areas of chapter operations.

Qualifications:

- Bachelor's degree; master's degree in college student personnel, higher education administration or similar field strongly preferred
- Minimum of two years supervisory experience or relevant work experience with preference given to prior experience as Sigma Kappa leadership consultant
- Strong written and oral communication skills, customer service skills, organizational, multi-tasking and delegation skills, attention to detail and presentation and facilitation skills
- Strong interpersonal/relationship building skills with the ability to motivate and inspire others
- Experience with chapter assessment, development of collegiate programming and implementation of change efforts
- In-depth knowledge of Sigma Kappa Sorority operations, bylaws, policies and procedures

Responsibilities:

- Work with the other collegiate services manager to recruit, interview and train leadership consultants in accordance with the resource practices and policies of Sigma Kappa Sorority
- Supervise leadership consultants in all aspects of personal and professional development through regular phone/conference calls, coaching and personal development conversations
- Work with the other collegiate services manager to develop leadership consultant visit schedule based on collegiate chapter needs and incorporating requests from volunteers
 - Disseminate visit schedule per procedures

- Oversee the process utilized by leadership consultants in making travel plans and approve travel itineraries per the procedure
 - Ensure each consultant is adequately briefed on assigned chapters
- Work with the director of finance and director of collegiate services to develop and implement budget, specifically related to the areas under the direction of the collegiate services managers
- Responsible for the marketing, publicity and recruitment efforts of the leadership consultant program
- Collaborate and assist in the day-to-day operations, long term planning and establishment of new chapters
- Collaborate with collegiate support manager and other collegiate services staff to provide appropriate support and services to collegiate chapters and volunteers as they arise
- Work directly with collegiate volunteers and teams to coordinate and support all aspects of the new chapters including Bid Day, new member education, new chapter calendars, budgets and advisory board recruitment
- Coordinate all housing aspects for residential consultants (housing, parking passes, meal plans, utilities, rental furniture, etc.)
- Perform all supervisory responsibilities including but not limited to conducting team meetings, providing employee feedback and performance reviews for positions within the collegiate services team
- Perform other duties as may be prescribed by the executive director, senior director of membership strategy or director of collegiate services of Sigma Kappa Sorority

Expectations:

- Consistently demonstrate through words, actions and interactions, alignment with the Sorority's values and strategic direction, focusing on the success of the Sorority
- Demonstrate a positive, problem-solving mindset in the spirit of teamwork and cooperation
- Supervise and perform all procedures relating to collegiate services and daily office management in an efficient, effective and professional manner
- Promote the ongoing development of a service relationship with collegiate chapters, local and national volunteers and all members of the Sorority
- Maintain positive public relations within the Sorority, among all Sorority entities and support vendors
- Represent Sigma Kappa within related professional organizations as approved by the executive director
- Travel to collegiate chapters as assigned to provide support in areas of recruitment, chapter operations and group development
- Assist with preparations for annual meetings as assigned, and travel to provide on-site staff support at meetings
- Maintain and develop materials and procedure as appropriate to the position

Revised March 2019