

Title: Director of Member Services

The Position: The Director of Member Services will develop, coordinate, and direct the administrative functions of the International Office. Reporting to the Executive Director, additional responsibilities include, but are not limited to:

Financial Management

- Calculating chapter assessments and maintaining chapter accounts.
- Preparing and distributing chapter invoices/statements in Quickbooks.
- Assisting the Executive Director in preparing the annual budget.
- Collecting accounts receivables from chapters and alumni associations.

Information Management

- Managing the fraternity database.
- Onboarding alumni associations and chapters with MemberPlanet.
- Preparing and collecting undergraduate membership, officer, grade, new member, news and service reports.
- Preparing and collecting
- Updating member information and addresses.

Programming and Administration

- Opening and distributing mail.
- Ordering and maintaining adequate office supplies.
- Preparing College Tablet and badge orders.
- Assisting with the implementation of board directives, policies, and procedures.
- Assisting with the Archons Academy, Convention, Leadership Institute and similar events.
- Providing clerical and administrative support as necessary.

Chapter Services

- Assisting with the coaching of a portfolio of chapters and assessing their needs by working collaboratively with volunteers and campus partners.
- Provides guidance and assistance to chapters, members, and universities to clarify chapter operations issues and requirements, including policies and regulations, recommending resources on chapter operations, and to assist chapters with reporting.

Qualifications: A bachelor's degree and at least 2 years of prior work experience in a professional setting is preferred. In addition, we look for the following:

- Have strong written and verbal communication skills.
- Be able to work in a professional environment.
- An independent worker who can manage multiple projects
- Prior experience with Microsoft Office Products – especially Word, Excel, and Outlook
- Prior experience with Quickbooks or similar accounting software
- Prior experience managing and entering information into a CRM system.

Compensation: Compensation in consummate with experience and includes health, dental and life insurance as well as vacation benefits.