



**DELTA CHI HEADQUARTERS**  
PO BOX 1817  
IOWA CITY, IA 52244  
PH: 319-337-4811  
www.deltachi.org

## Director of Fraternity Services

**Position:** Director of Fraternity Services

**Reports to:** Associate Executive Director

**Status:** Full-time position

**Location:** Based in Iowa City, IA. Remote employment will not be considered.

**Starting Date:** ASAP

### Position Summary:

The Director of Fraternity Services (DFS) coordinates chapter consultations and related travel for our team of Leadership Consultants (LCs). He/She identifies chapter operations needs and deficiencies and coordinates solutions through the LCs and the International Headquarters (IHQ) staff. The DFS gathers, organizes and presents chapter performance data, prepares reports for the IHQ staff and Board of Regents. He/She interacts with the local Alumni Board of Trustees (ABT) and House Corporation to ensure recommendations for improvements are communicated and understood. The DFS ensures that essential needs of the LCs are met during their peak travel and summer training periods.

### Position Responsibilities:

- Monitors LC travel logistics, submission of all essential forms and reports, and provides oversight during chapter visits
- Develops and implements strategies to create a talent pipeline for LC positions in collaboration with Director of Fraternity Growth
- Assesses individual chapter needs by working collaboratively with the chapter volunteers, and to mobilize support and resources to address needs
- Directs and supports the day-to-day fraternity services and chapter operations functions by collaborating with the IHQ staff to support alumni volunteers and to foster a positive member experience
- Establishes systematic approaches for evaluating chapter operations and oversees the implementation and execution of necessary procedures in order to make operational adjustments
- Assists with the development and implementation of LC training
- Provides guidance and assistance to chapters, members, and universities to clarify chapter operations issues and requirements, including policies and regulations, to recommend resources on chapter operations, and to assist chapters with minimum standards compliance
- Collaborates with the Director of Member Safety to administer the Fraternity's Risk Management program

- Partners with the Director of Education & Leadership Programs to promote the Fraternity's educational programs
- Collaborates with the Director of Growth to challenge chapters to grow and strengthen membership
- Serves as the primary point of contact for all campus professionals working with chapters and colonies in good standing
- Leads the creation, review, and delivery of chapter management programming resources
- Coordinates Delta Chi's community-based service initiatives including the Week of Service in support of *The V Foundation for Cancer Research*, including monthly reports to chapters, implementation of philanthropy events, and working with *The V Foundation* and IHQ communications staff on communications strategies
- Enforces the provisions of Delta Chi Law outlining minimum standards and good standing and monitors the progress of chapters' improvements
- Leads the annual chapter/colony awards program
- Conducts chapter visits and investigative visits as needed
- Performs other related duties as assigned

### **Job Requirements:**

- Bachelor's degree required
- Master's Degree in Higher Education, Student Affairs, or Educational Leadership preferred.
- Minimum of three years Professional experience working for a Greek organization or university Fraternity/Sorority Life office preferred
- Fraternity or Sorority membership preferred
- Supervisory experience working with a diverse staff and organization volunteers
- Able to work a flexible schedule including travel, participation in evening and/or weekend events and conference calls, chapter visits, and in-person meetings as needed
- Detail-oriented with a "big picture" vision, and professional work practices under pressure while meeting all applicable deadlines
- Strong analytical thinking and interpersonal skills
- Strong written and oral communication skills, customer service skills, organizational and delegation skills, and attention to detail
- Proactive, self-directed, and able to effectively consult with others to solve problems
- Experience as a traveling consultant, or knowledge/understanding of collegiate leadership consultant programs helpful
- Experience working with or in a non-profit/not-for-profit/volunteer organization a plus
- Ability to work independently and remain motivated and deadline-oriented
- Knowledge of Microsoft Office products, including Word Excel, Outlook and PowerPoint

**To Apply:**

Please submit a cover letter, resume, three references, and salary history electronically.

All material must be sent to:

Marquez L. Brown  
Associate Executive Director  
HR@deltachi.org