



**DELTA CHI HEADQUARTERS**  
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## **Membership Coordinator, Fraternity Services**

**Position:** Membership Coordinator

**Status:** Full-time position

**Reports to:** Director of Fraternity Services

**Location:** Indianapolis, Indiana

**Travel:** When appropriate

**Starting Date:** July 2019

Guided by the Fraternity's four core values, Friendship, Character, Justice, and Education, Delta Chi strives to ensure that our members have a meaningful fraternity experience that positively contributes to both their lives and the lives of others.

Regardless of title, every position at the Delta Chi International Headquarters serves our members and their chapters/colonies. From the Leadership Consultants to the Executive Director & CEO, we cultivate success through engagement and as professionals who care about our member experience.

### **Position Summary:**

The Membership Coordinator is key member of the Fraternity Services team. You will have the opportunity to build relationships with chapter leaders to successfully train and empower our men on critical chapter operations. The Membership Coordinator develops initiatives, creates communication materials, and works with Chapters/Colonies to ensure seamless member services at the chapter level.

As the owner of many processes, you will demonstrate your creativity in problem solving and attention to detail daily while auditing and approving submissions. Your work will allow accurate tracking and reporting of all relevant strategic initiatives and membership management metrics. In addition, you will work with chapters to avoid financial penalties. When necessary, you oversee the creation and distribution of certain chapter invoices.

The Membership Coordinator will serve as a central point of contact for member records and will work closely with the Director of Alumni Engagement in building a continual relationship through involvement post-graduation based on accurate member records. The Membership Coordinator will carry out a range of development activities including data management, chapter/colony assistance, alumni cultivation and media outreach.

### **Position Responsibilities:**

- Provide a high level of service to foster strong relationships with all chapters and members.
- Oversee and coordinate electronic outreach to Chapter Officers, New Associate Members, New Initiates and parents of members.
- Provide social media content and other electronic communications to educate members on the enrollment process, application for initiation process and responsible member management for Chapters and Colonies.

- Assist the Director of Fraternity Services with training and education for Leadership Consultants.
- Manage the new member queue through outreach to ensure accuracy and timely reporting.
- Bill all fines required by Delta Chi Law.
- Manage the member database for individual member records and Strategic Initiative reporting on membership, retention of Associate Members and Initiated members.
- Compile, analyze, and provide reports on membership and membership trends.
- Other Duties assigned by the Director of Fraternity Services or Executive Management.

#### Minimum Qualifications:

- Bachelor's degree
- One year of relevant work experience in Fraternity/Sorority Life (Headquarters or College/University)
- Intermediate proficiency with Microsoft Office Suite - advanced Excel proficiency preferred.
- Able to travel to destinations for meetings, events, and chapter related assistance.
- Willing to work occasional evening and weekend functions as necessary.

#### Knowledge, Skills, and Abilities:

- Exceptional written and oral communication, organizational and delegation skills,
- Attention to detail and customer service orientation are fundamental to this role
- Must be able to analyze information, problem solve, and organize responses quickly
- Effectively manage planning and delivery of presentations
- Time management and project management skill sets are essential.
- Ability to work independently and as a team
- Strong individual motivation and ability to meet required deadlines

#### Preferred Qualifications:

- Background and knowledge of fraternity/sorority consulting
- Experience with OmegaFi and/or Compass database

#### To Apply:

Please submit a resume, two professional references, and a cover letter articulating your interest. Include your salary expectations in your cover letter. Applications will be accepted until the position is filled. Applications can be submitted electronically. Anticipated start date: July 2019 or sooner. Please note that the position will be based in Indianapolis, Indiana upon relocation and remote until such time.

#### All material must be sent to:

Jake Tomlin, M.Ed.  
Director of Fraternity Services  
HR@deltachi.org