



PI KAPPA PHI

COORDINATOR OF MEMBER SERVICES DETAILED POSITION SUMMARY

ROLE OF THE COORDINATOR OF MEMBER SERVICES

Pi Kappa Phi Fraternity is a values-based membership development organization that focuses on building brotherhood through character enhancement, leadership development, academic achievement, commitment to service, lifelong friendship, and social experiences.

The Coordinator of Member Services is primarily responsible for helping to maintain all student, undergraduate chapter, alumnus, and alumni chapter data, preparing mailings, and providing administrative support to the Alumni Engagement, and Chapter Operations Teams' executive staff. Additionally, the position will assist with many of the day-to-day functions that ensure the success of the Alumni Engagement and Chapter Operations Teams.

The Coordinator of Member Services is directly supervised by the Assistant Director of Operations.

REQUIRED QUALIFICATIONS

- High school diploma or GED
- One year of related work experience
- Demonstrates a strong commitment to delivering superior customer service
- Critical thinking, planning and organizing, and administrative skills
- Excellent interpersonal skills (both written and verbal) with demonstrated effectiveness in interacting with individuals of various social, cultural, economic, and educational backgrounds
- Ability to work both; independently, and at times, in a highly collaborative team environment
- Strong proficiency with the Microsoft Office suite of products (Outlook, Word, and Excel)
- Experience contributing to different size projects while adhering to critical deadlines
- Attention to detail, specific to transcribing information and data entry
- Ability to perform regular light work (involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds)

PREFERRED QUALIFICATIONS

- Associate degree
- Experience with iMIS membership software, or similar membership database platform
- Experience with Asana or similar task management platform
- Fraternity/sorority life experience (through membership or professional experience)
- Experience with information management and data acquisition
- Experience as an administrative professional in a fast-paced environment
- Ability to type 40-50 words per minute

Exceptional leaders. Uncommon opportunities.

- Exhibit an adaptable and flexible comportment during high work-load times and/or when approaching deadlines

BENEFITS

The Coordinator of Membership Services will receive an hourly salary commensurate with experience for 20 to 25 hours per week.

RESPONSIBILITIES

Undergraduate Member & Chapter Responsibilities

- In collaboration with the Assistant Director of Operations, fulfill and ship all incoming orders placed via the Pi Kappa Phi Marketplace or internal staff
- Assist with the processing of initiation cards as well as vault maintenance and organization
- Coordinate and prepare member cards and certificates (“shingles”)
- Assist in the creation of Asana tasks to encourage collaboration across Fraternity teams
- Input chapter grade reports into the database
- Review and update member profiles from direct phone and email contact
- Update Fraternity and Sorority Life/campus-based professionals in the database as needed
- Assist in the processing and monitoring of claim of accounts, profile updates, and registrations
- Update and maintain the “Archons Book” (running list of all chapter presidents) annually
- Assist with maintaining accurate listing of official chapter mailing addresses
- Assist with maintaining chapter records on the shared-file drive, particularly invoices
- Support the Communications Team with student mailings as necessary
- Handle special administrative projects and overflow work as assigned

Alumni Member & Chapter Responsibilities

- Support and update graduating senior information and recognition efforts
- Process quarterly anniversary certificate (“Legions”) mailings
- Review and update member profiles based on returned mail (incl. Star & Lamp), family member program, chapter eternal, and other data updates as needed
- Assist with the preparation and execution of the annual alumni chapter dues billing
- Assist with processing nominations and applications for alumni awards
- Assist with administration of the Fraternity’s LinkedIn alumni group
- Assist with processing acceptances through contracted vendors
- Conduct stewardship calls as needed
- Assist with administrative office needs as they relate to alumni engagement and advancement, development, and stewardship efforts

HOW TO APPLY

If you are interested in the position, please submit a cover letter (including salary requirements), resume, and two professional references to Lauren Thurow, Director of Chapter Operations via e-mail (lthurow@pikapp.org). Resume review will begin immediately. Position open until filled.

FOR MORE INFORMATION

Please contact Lauren Thurow, Director of Chapter Operations, via e-mail (lthurow@pikapp.org).