



PI KAPPA PHI

CHAPTER SUCCESS MANAGER DETAILED POSITION SUMMARY

ROLE OF THE CHAPTER SUCCESS MANAGER

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 Chapter Success Manager serves as the primary point of contact for a designated number of chapters within the fraternity. Specifically providing consistent support to chapter officers and advisors as it relates to administrative and operational expectations, compliance, and chapter finances through regular video calls and campus visits, the Chapter Success Manager will also coach and consult to help all chapters become the ideal chapter. The Chapter Success Manager also assists the team with ownership over various chapter related special projects. This position is for highly organized people who can support the development of our undergraduate members and alumni volunteers, consistent with Pi Kappa Phi values and expectations.

The Chapter Success Manager is designed as a position based in Charlotte, NC. Staff are responsible for an assigned portfolio of chapters and may live near assigned chapters. Support for chapters, officers, and advisors will be done through virtual sessions in addition to on-campus visits.

The Chapter Success Manager is directly supervised by a Senior Director of Chapter Development and has substantial responsibility for collaboration and communication within other areas of Fraternity operations.

REQUIRED QUALIFICATIONS

- Bachelor's degree
- Ability to work independently and in a highly collaborative team environment
- Critical thinking, planning and organizing, administrative, and leadership skills
- Strong proficiency with the Microsoft Office suite of products (Outlook, Word, and Excel), Zoom Video Conferencing, and online project management platform(s)
- Ability to manage multiple projects requiring close attention to details simultaneously
- Capacity to promote and maintain good constituent Success by troubleshooting, researching, or handling questions and concerns with speed and professionalism
- Excellent interpersonal skills (both verbal and written) with demonstrated effectiveness in interacting with individuals of various social, cultural, economic, and educational backgrounds
- Ability to work a flexible schedule and travel

PREFERRED QUALIFICATIONS

- Membership in the Fraternity or other fraternity/sorority
- Professional experience or equivalent in student affairs work at a college/university, inter/national fraternity/sorority headquarters, or similar
- Experience in chapter servicing/chapter development and/or expansion
- Ability to apply student development theory to achieve desired behavior changes

- Experience in a customer service position or role
- Exhibit an adaptable and flexible demeanor during high work-load times and/or when approaching deadlines
- One to three years of experience is preferred; however, recent graduates with strong chapter and/or campus leadership are welcome to apply

BENEFITS

The Chapter Success Manager will receive a salary commensurate with experience starting at \$41,000 and additional in incentive-based compensation. Additionally, Pi Kappa Phi Fraternity offers a competitive benefits package, including: group health, dental, and disability coverage; annual flexible spending plan; 401(k) plan availability; paid time off and holiday leave; work laptop, cell phone stipend, and professional development opportunities.

RESPONSIBILITIES

Chapter Compliance, Operations, & Finances

- Work with chapter officers on completion and accuracy of reports and payments through both Chapter Gateway and OmegaFi, and other online platforms and services
- Oversee Chapter Operating Expectations and completion of the Seven Objectives of Chapter Excellence
- Recommend interim suspensions for administrative and/or financial reasons
- Recommend chapter payment plans as needed
- Work with university to collect grade reports and reconcile rosters
- Maintain chapter files electronically, following document retention guidelines
- Assist in completion and collection of initiation cards, IRS 990, etc.
- Ensure timely completion of administrative items, including, but not limited to, Green Report (chapter roster updates), insurance roster updates, conference registration, and submission of associate member education dates
- Documentation of communication, follow up, and measurables as defined by standard operating procedures

Chapter & Campus Success

- Schedule and hold regular monthly or twice a month calls with Archon from chapters under your portfolio
- Schedule and hold Executive Council calls with chapters under your portfolio quarterly
- Schedule and hold chapter advisor calls quarterly
- Assist with planning of officer transition workshops and manage election cycle
- Assist the chapter in the completion of any accountability outcomes including but not limited to facilitating virtual or in person programming as needed
- Maintain regular communication with the fraternity/sorority advisors including a quarterly check-in via email and a semesterly call or in person visit
- Manage campus accreditation and NIC compliance and updates

Recruitment & Growth

- Partner with Chief Growth Officer and Senior Director of University Relations for support, goals, and workshops
- Manage yearly recruitment goals and follow up accordingly
- Recommend recruitment strategy and partner with other team members, university partners, and chapter leadership to ensure positive results
- Analyze membership numbers and communicate with chapter leadership to proactively prepare for overall chapter growth and health

Chapter Volunteers

- Work with the Director of Chapter Education to recruit Chapter Advisors and assist with recruitment of Council of Advisor members
- Conduct check in calls with advisors
- Assist in recruitment for continued chapter advisor training, workshops, and virtual calls

Travel

- Design and propose travel schedules to support chapters to positively impact key metrics
- Manage travel budget and expenses
- Travel will focus on the managed portfolio of chapters and subject matter specific visits in varying lengths of time from one day up to one full week
- Support national Fraternity events, including but not limited to, Pi Kapp College for Chapter Officers and Supreme Chapter

General Fraternity Support

- Assist with membership reviews, investigations, and membership reaffirmations
- Provide assistance to the Chapter Development team with special projects
- Serve on various staff teams as necessary
- Represent Pi Kappa Phi at various conferences and professional development opportunities
- Collaborate with other teams, including Alumni Engagement, Training & Development, Prevention & Accountability, The Ability Experience, Pi Kappa Phi Foundation, and Pi Kappa Phi Properties to support undergraduate members and chapters
- Collaborate and support The Ability Experience staff to ensure chapter success in volunteer Success, fundraising, and participation in national events
- Engage with third-party Success, including Alpha Property Management, Chevron Financial, and local alumni/housing corps for chapters with a housed experience
- Participate in ongoing training and staff development, including professional development, staff retreats, diversity/equity/inclusion workshops, etc.
- Other duties as assigned

HOW TO APPLY

If you are interested in the position, please submit a cover letter, resume, and three professional references to <https://bit.ly/CSMApplication2022>. **Resume review will begin immediately. Position open until filled. Openings beginning as early as January 1, 2023.**

FOR MORE INFORMATION

Please contact Phillip Jackson, Senior Director of Chapter Development, via e-mail (pjackson@pikapp.org) with any questions.