



PI KAPPA PHI

DIRECTOR OF VOLUNTEER AND PARENT ENGAGEMENT DETAILED POSITION SUMMARY

ROLE OF THE DIRECTOR OF VOLUNTEER AND PARENT ENGAGEMENT

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. In support of these ideals, the Fraternity utilizes a comprehensive approach to risk management education.

The director of volunteer and parent engagement expands Pi Kappa Phi's capacity to engage volunteers and parent communities in meaningful, strategic ways that support our leadership, service and learning programs. This role manages the full lifecycle of volunteer engagement, recruitment, placement, onboarding, training, recognition and tracking, and designs and executes a parent-engagement strategy aimed at building stronger connections between members, chapters, parents and alumni. Working closely with staff, volunteers and parent stakeholders, the director of volunteer and parent engagement ensures volunteers and parents serve as valuable partners in our efforts to develop exceptional leaders, cultivate belonging and promote lifetime engagement.

The director of volunteer and parent engagement is directly supervised by the chief marketing officer and has substantial responsibility for collaboration and communication within other areas of the greater Fraternity operations.

REQUIRED QUALIFICATIONS

- Bachelor's degree in communications, nonprofit management, education, human resources or related field (or equivalent experience)
- 1-4 years of experience in volunteer management, parent/family engagement or stakeholder engagement, ideally in a nonprofit, higher education or Greek-life setting
- Fraternity/sorority life experience (through membership or professional experience)
- Strong project management skills: ability to plan, execute and track multiple initiatives with attention to detail and deadlines
- Excellent interpersonal and communication skills (written and verbal) with the ability to engage diverse stakeholders (volunteers, parents, alumni, staff, students)
- Demonstrated ability to build relationships, foster engagement and retention among volunteer or parent audiences.
- Comfortable working in an evolving environment, able to adapt to changing priorities and collaborate cross-functionally

- Passion for fraternity values, leadership development, service and building inclusive communities
- Strong proficiency with the Microsoft Office suite of products (Outlook, Word, Excel)

PREFERRED QUALIFICATIONS

- Experience designing and delivering volunteer training or onboarding sessions
- Familiarity with Greek-letter organizations, parent/family engagement in higher education or mentorship/committee structures
- Proficiency with software for volunteer management (e.g., tracking, placements, recognition)
- Understanding of metrics/analytics to evaluate engagement and impact.

BENEFITS

The director of volunteer and parent engagement will receive a salary commensurate with experience. 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; and professional development funds.

RESPONSIBILITIES

Volunteer recruitment and placement

- Manage the volunteer pipeline: identify, recruit, screen and onboard volunteers to support chapter and national initiatives.
- Oversee volunteer placement: match volunteers with roles aligned to their skills, interests and the Fraternity's needs (e.g., chapter advisors, program facilitators, alumni mentors).

Training and development

- Develop and facilitate volunteer onboarding and training: create orientation materials, training sessions (in-person/virtual) and access to collateral so volunteers are ready and empowered.
- Lead ongoing volunteer engagement and development: maintain volunteer communication, orchestrate regular trainings/refreshers sessions and support recognition and retention activities.
- Support volunteer committees by ensuring they have clear charters, defined roles, a structured meeting process and alignment with annual goals; serve as a liaison between staff and volunteer leadership.

Systems, operations and compliance

- Maintain volunteer tracking and management systems by monitoring volunteer records (placement, roles and recognition), processing travel/expense logistics, and ensuring compliance with relevant policies.

Strategy and program leadership

- Create, implement, and refine the volunteer engagement strategy by developing annual goals, key metrics (including recruitment, retention and satisfaction) and innovating to ensure high-quality volunteer experiences.
- Develop and manage a parent engagement strategy, designing programming, communication plans and touchpoints that foster meaningful relationships with parent/community stakeholders and support member success.

Collaboration and integration

- Collaborate across teams to integrate volunteer and parent engagement into program delivery, service initiatives and learning events.

Evaluation and continuous improvement

- Monitor, evaluate and report on impact by collecting feedback, tracking engagement metrics, producing regular reports and recommending improvements better to serve volunteers, parents and the Fraternity's objectives.

General and cross-functional support

- Perform other duties as assigned to support broader staff and member engagement goals.

How to Apply

If you are interested in the position, please submit a cover letter (including salary requirements) and resume to Maureen Walker, chief marketing officer, via email (mwalker@pikapp.org). Review will begin immediately. Position open until filled.