



# PHI GAMMA DELTA

## INTERNATIONAL HEADQUARTERS

### Job Description

**Job Title:** Director of Chapter Services East

**Classification:** Full-time, Exempt

**Supervisory Relationships:** This position reports to the Senior Director of Chapter Services. This position supports the Field Secretaries within the east region and supervises the Chapter Services Assistants.

#### Position Summary

The Director of Chapter Services East (DOCSE) manages the support, resources and services provided to chapters in the East regions. The DOCSE is responsible for supporting the Field Secretary program and functions as a primary International Headquarters contact for undergraduate chapters, graduate advisors and campus-based Greek life professionals regarding undergraduate chapters. The DOCSE assists in conducting investigations into violations of Fraternity laws and policies and is primarily responsible for monitoring compliance with Fraternity sanctions for undergraduate chapters within the east regions. This position also supports provisional chapter development into the chartering process and coordinating the chartering of new chapters.

#### Qualifications

- Bachelor's degree required; two years of professional work experience preferred
- Member of Phi Gamma Delta strongly preferred
- Experience in managing others
- Able to analyze and evaluate chapter needs; design, develop, implement and respond in a way that generates positive change and growth
- Must possess excellent written, verbal and interpersonal skills
- Must be a self-starter; highly organized and detail-oriented
- Ability to manage multiple projects simultaneously
- Capability to learn the Fraternity's database software (Raiser's Edge)

#### Key Responsibilities

*The core responsibilities for this position are outlined below and may change from time to time in accordance with Phi Gamma Delta's needs. Additional duties may be assigned as needed.*

##### Chapter Consulting:

- Assess, define, and implement strategies to support the development of chapters.
- Stay in regular contact with chapter advisors and fraternity & sorority life advisors.
- Be a primary contact at the International Headquarters for undergraduate chapter concerns.
- Develop and provide relevant, useful, and up to date resources for chapters.
- Maintain a portfolio of chapters needing specialized support.

- Conduct chapter visits when appropriate.
- Assist with conduct investigations, related coordination with university partners, and monitor compliance with Fraternity-imposed sanctions.
- Track and analyze Chapter Performance Indicators and Chapter Minimum Standards data.
- Coordinate and manage all questions regarding Ritual best practices and process Ritual equipment orders.
- Be the primary contact for questions regarding the Constitution or Bylaws of the Fraternity.

### **Field Secretary Program:**

- Supervise at least three Field Secretaries.
- Actively support the Field Secretaries to assist chapters within the East regions.
- Manage, update, and facilitate the Field Secretary report system.
- Work with the DOCS-W to recruit and train Field Secretaries.

### **Charterings:**

- Coordinate with staff and volunteers to prepare chartering materials prior to the chartering weekend.
- Coordinate with the new chapter to plan the chartering activities and logistics on campus.
- Coordinate with the Executive Director and Ritualist to determine chapter designation, initiation requirements and logistics, Legate, certificates of appreciation, etc.

### **Miscellaneous:**

- Present programming materials for various Phi Gamma Delta events.
- Coordinate chapter visits and Initiations conducted at the International Headquarters.
- Assist the Curator of Archives with planning Archives Weekend.
- Attend various interfraternity events.
- Travel 25 - 30% of the year
- Other duties as assigned.

### **How to Apply:**

Applicants must submit a resume and cover letter to Senior Director of Chapter Services [Noah Reetz](#).