

Oak Service Corporation Position Description | Director of Alumni Engagement

The Director of Alumni Engagement provides professional consulting services and director level to support to organization's volunteers and local volunteer entities. Also charged to create, implement, and manage alumni engagement activities across membership organization. Offers customer service to all alumni and existing volunteers, maintains accurate alumni records, and executes existing volunteer development and alumni engagement programs as a member of departmental team.

Focus

Address inquiries, concerns, and provide support to local volunteers and volunteer entities
Align priorities with Alumni Engagement section of *Strategic Plan*

Regular General

- Promote local volunteer opportunities.
- On-site cultivation visits for chapter alumni/volunteers (1-2 trips per month).
- Assist in the delivery and development of PIKE Volunteer educational tracks at PIKE University events.
 - Includes enhancement of local alumni interaction at PIKE University Leadership Summits

Alumni Engagement

- Provide support to alumni associations.
- Recruit new alumni association directors and track existing association volunteer involvement.
 - Identify alumni associations for priority assistance.
 - Bridge communication gap between local associations and International Fraternity.
- Recruit and organize new alumni associations and track existing.
- Promote non-traditional volunteer opportunities.
- Assist chapters in communications with local alumni.
- Update and enhance alumni association resources and written materials.
 - Includes collection and distribution of best practices.
- Promote transition of and engagement opportunities for new alumni.

Volunteer Development

- Recruit new alumni advisory board members and track existing advisors.
 - Identify groups for priority assistance.
- Recruit new alumni advisory boards and measure board performance & effectiveness.
- Assist chapters in communicating with local volunteers including enhancement of chapter/volunteer communication model.
- Update and enhance chapter advisor resources and written materials.
- Oversee and enhance the chapter advisor accreditation program.

Areas of Concentration

- Alumni Associations
- Chapter Alumni Relations
- New Alumni Programming
- Alumni Engagement Initiatives
- Chapter Advisors
- Alumni Advisory Boards
- Mentorship Program

Knowledge

- **Education** | Bachelor's degree required. Membership in Pi Kappa Alpha required.
- **Administrative** | Knowledge of procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- **English Language** | Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Customer Service** | Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Customers of Pi Kappa Alpha include the student members, the alumnus members, the volunteer alumni who serve as international/regional/local level officers, other Greek associations, and vendors who partner with Pi Kappa Alpha.

Technical Skills

- Proficiency in Microsoft Office productivity software including Word, Excel, Outlook and PowerPoint
- Understanding of basic database operations including processing of information updates, queries, reports, and data exports with the goal of attaining expert knowledge of the Pi Kappa Alpha membership database – OmegaFi Compass and Microsoft's Power BI.
- Understanding of customer relationship management (CRM) software.

Personal Skills

- Strong work ethic and positive attitude
- Team-oriented professional work style
- Strong organizational skills
- Excellent communication skills, both oral and written, and strong interpersonal skills
- Attention to detail and deadlines with the ability to manage competing demands for time

Core Competencies

- Action Oriented
- Instills Trust
- Ensures Accountability
- Communicates Effectively
- Attracts Top Talent

The position is a full-time, non-exempt position located in Memphis, Tennessee. Occasional travel may be required. The director of alumni engagement will receive a salary commensurate with experience. Additionally, Oak Service Corporation offers a competitive benefits package including: group health, dental, vision, and disability coverage; 401(k) plan (after one year of service); annual paid time off, vacation and holiday leave; professional development funds.

Job responsibilities and tasks for the director of alumni engagement are subject to change based on the needs of the organization and at the direction of the chief executive officer.

Oak Service Corporation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age disability or genetics. In addition to federal law requirements, Oaks Service Corporation complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

For immediate consideration, please submit a cover letter detailing your qualifications, resume, and available start date:

Lance A. Horner

Chief Operating Officer

THE PI KAPPA ALPHA FRATERNITY

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