

Oak Service Corporation

Position Description | Director of Chapter Resources

The Director of Chapter Resources serves as the primary project manager and liaison of all chapter and member resources. Charged to oversee the development, organization, and distribution of the resources. They will work with various department heads and subject matter experts in maintaining updated resources, development, and support models. Assists departmental team with executing existing member development and chapter support programs.

Areas of Concentration

- Coordinate with appropriate staff on resource content development and strategy
- Oversee the design and development of e-learning courses in the areas of but not limited to:
 - Officer and chapter resources
 - Health and safety
 - Membership development courses (ie. *The True PIKE Experience*)

Regular Duties

- Review and evaluate current educational offerings
- Manage the overall upkeep and roll out of chapter, officer, and general resources
- Oversee development of updated chapter officer tutorials, or their equivalent
- Work with various subject matter experts and third parties on development of additional chapter support and member development opportunities
- Develop processes and policies around chapter and positional resource updates and revisions
- Assist with implementation strategy and onboarding of the Chapter Management System

Additional Responsibilities

- Assist with programming and coordinating for all PIKE *University* events including facilitation of sessions
- Work with the Director of Education to manage and support the comprehensive educational programs offered
- Serve as staff liaison to chapter officer resources and their distribution
- Aid in the management of support tickets and requests related to the Chapter Management System
- Monitor programming materials from industry competitors and peers
- Report at periodic PIKE *University* Board meetings
- Submit articles in Shield & Diamond and other marketing mediums as needed

Knowledge

- **Education** | Bachelor's degree 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 Learning Management System (LMS) software.
- Understanding of E-Learning Course Development.
- 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 chapter resources 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 chapter resources 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:

Daniel Maloney

Director of Education

THE PI KAPPA ALPHA FRATERNITY

8347 West Range Cove | Memphis, TN 38125

P: 901-333-2795

E: dmaloney@pikes.org