



POSITION TITLE: Associate Director of Standards

BASIC FUNCTION:

The Associate Director of Standards is a client manager of Phi Kappa Psi Fraternity chapters that are not meeting minimum standards. The Associate Director (one of three total) is responsible for overseeing all of the chapters assigned. The Associate Director is to maintain consistent and regular contact with all of his chapters, building relationships with undergraduate, alumni officers and university officials, and engaging the chapter in leadership development, the improvement of operations and overall member assistance while ensuring that the chapter completes all requirements.

SPECIFIC RESPONSIBILITIES:

- Direct staff contact for one third of all undergraduate chapters
- Ensure that chapters meet reporting deadlines, filing reports, accreditation requirements, visit logistics, action plan/goals follow up
- To work with undergraduate members, alumni, and university officials of assigned chapters on improving chapter operations, culture, and practice
- Assists all chapters nationally to complete their risk management requirements satisfactorily, and by deadlines, to remain compliant with host Universities and our Executive Council
- Provides reports to the Director of Chapter Services & Standards on status of assigned chapters
- Create action plans with key constituents to support improvement of chapter operations and culture
- Assist in the training of chapter advisors in areas that coincide with responsibilities of the Standards team
- Assists the Director of Chapter Services & Standards with the incident intake process as well as investigations in allegations
- Works with the Director of Chapter Services & Standards to provide reports to the Executive Council, Executive Director, Senior Director of Chapter Operations, and Communications Team
- May be asked to conduct on-site membership reviews of undergraduate members

The Associate Director is the primary contact at the National Headquarters for all chapters that have been assigned to him:

- Establish contact with officer(s) of each chapter in the summer, or beginning of each school year, for familiarity and understanding of support role.
- Will make a (minimum) one-day visit to specific chapter at some point during the academic year.
- Will utilize new media technologies (webinars, chats, etc.) to communicate regularly with chapters. The expectation is that each chapter is contacted once in a two-week span, during the school year.
- Establish themselves as the first point of contact for ALL inquiries and support needs of the chapter.
- Be knowledgeable of all areas of chapter and National Headquarters operation in order to serve as a liaison to advanced support.

The Associate Director must be a positive agent of change for our chapters and is expected to:

- Work with each chapter at (or before) the beginning of each school year to develop goals and track that progress throughout the course of each year.
- Using the Fraternity's Accreditation Program as a foundation, provide step-by-step guidance to each chapter on improving all areas of operation.
- Work, along with the Director of Chapter Services & Standards, to educate and provide an improvement plan in the event of risk management issues as well as identify trends amongst the Greek world and address those with the chapters.
- Track and monitor all correspondence to allow progress with each outreach.
- Be a voice of information and support for each chapter at all Headquarters and Executive Council meetings, serving as the staff authority on each chapter and how best the Fraternity can support their future.

INTERNAL EXPECTATIONS:

Reports to the Director of Chapter Services & Standards on all disciplinary and overarching issues involving chapters. As a member of the Headquarters team, the Associate Director will support and assist other staff members in all areas pertaining to his assigned groups. This, especially, includes the alumni engagement team, pertaining to volunteers and housing and the chapter services team pertaining to chapter operations.

EXTERNAL EXPECTATIONS:

Outside of the regular contact with chapters and volunteers, there should be extensive relationship building with Greek Life professionals, both in higher education and interfraternally. Networking with other Standards/Risk Management professionals at various Greek headquarters is highly recommended. The Associate Director should also attempt to be engaged in the networking and educational opportunities presented by the Association for Student Conduct (ASCA), Fraternity Executives Association (FEA), Association of Fraternity-Sorority Advisors (AFA) and the Association of Fraternal and Leadership Values (AFLV).

QUALIFICATIONS:

- The Associate Director of Standards must have earned at least a bachelor's degree from an accredited institution of higher learning.
- Must be a member (in good standing) with a social greek letter organization.
- All candidates must demonstrate a strong understanding of chapter management and Phi Kappa Psi (or Fraternity) values.
- The Associate Director should also be knowledgeable in current Greek trends, strengths and threats.
- Travel is a required part of this job and all candidates must be willing to travel extensively around the country to visit chapters and improve the wellbeing of the Fraternity. Estimated travel is 40% of one's time.