



POSITION TITLE: Director of Volunteer Engagement

LOCATION: Indianapolis, Indiana

BASIC FUNCTION:

The Director of Volunteer Engagement is a full-time position responsible for the recruitment, onboarding/training, and stewardship of volunteers for Phi Kappa Psi. The role is charged with maintaining a robust volunteer structure that satisfies the needs of all chapters, house corporations as well as the national entity, and by doing so contributing to the improvement of the Phi Kappa Psi experience.

SPECIFIC RESPONSIBILITIES:

- a. Provides support and service to existing Chapter Advisory Team members including Faculty Advisors and Chapter Advisors.
 - b. Leads the recruitment and training of new Chapter Advisory Team members for existing chapters and colonies.
 - c. Reviews and updates, at least annually, the curriculum, programming, and educational resources for Chapter Advisory Teams including the Chapter Advisor and Chapter Advisory Team.
 - d. Documents Chapter Advisory Team activity and effectiveness with each chapter.
 - e. Ensures all Chapter Advisory Team member contact information is up to date.
 - f. Provides a premier customer service experience to Chapter Advisory Team Members and all Phi Kappa Psi volunteers.
2. Champions volunteer cohorts who support chapters within similar demographics to share best practices, trends on campus, and challenges.
 3. Collaborates with the Communications Team to facilitate volunteer recruitment, recognition, highlighting and appreciation efforts.
 4. Collaborates with Business Operations Team to manage volunteer tracking data.
 5. Works collaboratively with all departments and Phi Kappa Psi related entities to support other alumni volunteer roles throughout Phi Kappa Psi to recruit, train and steward volunteers who serve local House Corporations, the Nelson Leadership Institute, and the Canonsburg Corporation.
 - a. Develops a volunteer management plan to include sourcing, recruiting, onboarding, and training for volunteer positions.

- b. Develops a volunteer sourcing and recruitment strategy to include a process for identifying and recording interest, reviewing applicable skills, and recruiting volunteer candidates.
 - c. Manages the Phi Psi Family volunteer group
- 6. Manages the exit process for departing volunteers to assess retention trends and seek feedback for process improvement.
- 7. Develops and facilitates volunteer engagement surveys as needed.
- 8. Serves a resource of diverse expertise and will be expected to perform other duties as may be assigned by the Senior Director of Development & Alumni Engagement.

INTERNAL RELATIONS:

Reports to the Senior Director of Development & Alumni Engagement. The position will work to support and assist other staff members in the provision of quality services and resources to alumni and undergraduates.

As member of the Fraternity Alumni Engagement Team the position will be involved in shaping the direction and activities of Phi Kappa Psi alumni and volunteers.

EXTERNAL RELATIONS:

Has a regular contact with Board Members, Chapter Advisory Team members, Alumni Associations, House Corporations, and other volunteers. Maintains appropriate relationships with interfraternity colleagues, especially in the realm of chapter advisory, as well as with college and university officials.

QUALIFICATIONS:

- Bachelor's degree required.
- Knowledgeable in Fraternity governance, as well as alumni association and alumni club operations and housing corporation operations.
- Attention to detail, organized and able to manage multiple projects simultaneously.
- Strong interpersonal skills and ability to manage sensitive and confidential volunteer and alumni information appropriately and comfortably.
- Superb oral and written communication skills as well as strong presentation skills.
- Initiative and independence in carrying out responsibilities.
- Ability to listen carefully to and understand member needs, both internally and externally, and proactively respond to those needs in a consistent and timely manner.
- Demonstrated organizational and communication skills as well as ability to work with and motivate other staff members and volunteers.
- Ability to forge strong working relationships with others and a capacity for engaging confidence and trust among volunteers and donors.
- Commitment to excellent customer service.

- Collegial, collaborative style necessary.
- Willingness and ability to work flexible hours, including evenings and weekends.
- Willingness and ability to travel.

SALARY & BENEFITS:

Phi Kappa Psi offers a competitive salary and benefits package including employer matching 401k.

Updated July 22, 2022