

Regional Team Leader

Supervisor: Chapter Services Manager

Department: Chapter Services

Date Created or Revised: August 2021

Purpose

Regional team leaders use their experience, leadership and strategic thinking skills to ensure their region, volunteers and assigned chapters have the support and resources they need to meet the goals of the Sorority. This role primarily supports other volunteers in interacting with collegiate chapters.

Responsibilities

- Appoint and train collegiate chapter supervisors for chapters in assigned region in consultation with other staff and volunteers, as needed.
- Coach and mentor collegiate chapter supervisors, finance supervisor and recruitment supervisor by hosting monthly team calls and sending updates with information to promote best practices at assigned chapters.
- Conduct annual performance evaluation for collegiate chapter supervisors, finance supervisor and recruitment supervisor in assigned region in consultation with chapter services manager, finance team leader and recruitment team leader, respectively, and have ongoing conversations regarding performance.
- Manage assigned recruitment supervisor and finance supervisor by hiring and training them in consultation with recruitment team leader and finance team leader, respectively, while consulting the chapter services manager.
- Consult collegiate chapter supervisors, recruitment supervisor and finance supervisor as experts in sisterhood/retention, recruitment and finances, respectively, to support chapter goals in each specialty area.
- Integrate assigned belonging, equity, diversity and inclusion (BEDI) specialist, Panhellenic specialist and philanthropy specialist into regional operations to support specific areas of chapter life. Consult with BEDI team leader, Panhellenic team leader and philanthropy team leader, as needed.
- Communicate and collaborate regularly with chapter services manager to support chapter operations and regional success.
- Provide strategic direction for assigned region and chapters by implementing specific goals set forth in the Sorority's strategic plan in collaboration with volunteers and chapter services manager.

- Work with collegiate chapter supervisors, recruitment supervisor, finance supervisor, chapter services manager and other professional staff to promote a positive member experience and address chapter challenges, crises and situations negatively affecting the member experience.
- Provide feedback and suggestions to appropriate workforce personnel on resources, programming, project teams and initiatives set forth by the Sorority.

Expectations

- Volunteer approximately 10 hours per week on average during the academic year.
- Travel up to 12 days per year, as necessary or requested.
- Complete all assigned Fidelity volunteer online lessons within four weeks of appointment and have subsequent training conversations with international team leader-regional operations and chapter services manager within six weeks of appointment.
- Learn and utilize Beta Base (chapter reporting system) and OmegaFi (financial management platform) for assigned chapters.
- Plan and lead monthly regional team calls.
- Participate in monthly regional team leader calls and quarterly member experience team leader calls.
- Participate in bi-weekly one-on-one meetings with supervisor.
- Connect at least once monthly with each direct report.
- Pay annual international alumnae dues or be a Life Loyal member.
- Respond to all communication within 48 hours.
- Pay annual **international alumnae dues** or be a **Life Loyal member**. To check if you are in good standing, login at GammaPhiBeta.org > Member > My Profile. On the first tab, if your paid through date is blank or if the date is in the past, you have not yet paid this fiscal year. If you are Life Loyal, you have paid for life and are in good standing!

Preferred Competencies and Experiences

- Commitment to belonging, equity, diversity and inclusion.
- Self-awareness of strengths, challenges and motivation for volunteering.
- Effective, clear and timely written and verbal communication.
- Experience leading a team to meet established goals.
- Desire to mentor and coach other alumnae volunteers.
- Advanced knowledge of Gamma Phi Beta policies, procedures, resources and strategic priorities.
- Advanced knowledge of Gamma Phi Beta's sisterhood research and corresponding best practices.
- Ability to think critically and strategically about challenges to propose a solution.

