

Alumnae Chapter Team Leader

Supervisor: Alumnae Engagement Manager

Department: Alumnae

Date Created or Revised: April 2025

Purpose

The alumnae chapter team leader is responsible for the effective management of the alumnae chapter supervisors, compliance specialist and operations of alumnae chapters.

Responsibilities

- Manage the alumnae chapter supervisors and compliance specialist by providing support and direction for the team.
- Coordinate and lead monthly team calls for the department to discuss department needs. Work directly with the director of alumnae engagement to communicate relevant information pertaining to general alumnae matters and participate in the creation of the Alumnae department's goals and action plans.
- Develop, revise and/or update alumnae chapter procedures and/or materials as needed with the approval of the director of alumnae engagement.
- Work with the alumnae specialists team leader on an annual basis to review all alumnae publications (including the Alumnae Chapter Operations Manual, Beta Base and other related resources) for operational updates with input from the alumnae chapter supervisors, specialists and other volunteers.
- Lead work with other Alumnae department team leaders and the director of alumnae engagement to insure the smooth functioning of the department.
- Host one-on-one calls with alumnae chapter supervisors and specialists on a regular basis.
- Host or participate in regularly scheduled training for alumnae chapter officers on a specified topic.

Expectations

- This role requires three to five hours per week, on average.
- Volunteers in this role will be expected to travel three to five 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 director of alumnae engagement within six weeks of appointment.
- Learn and utilize Beta Base, the chapter reporting system.
- Participate in annual alumnae team meeting and regularly scheduled team calls.
- Be in good standing by paying **annual international alumnae dues** or being a **Life Loyal** member.
- Respond to all communication within 48 hours.

Preferred Competencies and Experiences

- Self-awareness of strengths, challenges and motivation for volunteering.
- Effective, clear and timely written and verbal communication.

- Experience working on a team to meet established goals.
- Desire to mentor and coach other alumnae members.
- Ability to think critically about issues to propose a solution.

