

Gamma Phi Beta Sorority, Inc. Job Description



Job Title: Alumnae Engagement Manager

GAMMA PHI BETA

Reports To:	Managing Director of Member Experience	Status: Exempt
Created:	January 2018	Division: Member Experience

Summary

Under supervision of the managing director of Member Experience, this position is primarily responsible for managing and implementing the alumnae chapter experience and similar alumnae engagement initiatives by performing the following duties.

Essential Job Functions and Responsibilities

Core duties and responsibilities include the following. Other duties may be assigned.

- Provide vision and collaborative leadership of Gamma Phi Beta's alumnae chapter operations and initiatives.
- Manage the collection and analysis of data for internal and external reporting; evaluate, on quantitative and qualitative basis, effectiveness of programs and projects toward meeting established goals and objectives and promoting continuous improvement of alumnae chapter experience and engagement.
- Supervise appointed alumnae chapter support volunteers.
- Supervise the oversight and evaluation of activities of alumnae chapters.
- Cultivate relationships with graduating members to support them as they transition into alumna membership and alumnae chapter engagement.
- With Marketing and Communications, explore and develop initiatives with the goal of increasing alumnae engagement in Gamma Phi Beta.
- With Marketing and Communications, strategically organize initiatives that meet diverse alumnae needs; enhances Gamma Phi Beta's reputation; and supports Gamma Phi Beta's strategic goals to provide a quality member experience for our alumnae.
- Represent Gamma Phi Beta and network with Gamma Phi Beta's external audiences.
- Maintain a working knowledge of significant developments and trends in the field of alumnae chapter operations and engagement.

Additional Job Functions

- Review alumnae information on the website and provide updates as necessary, including a biannual review and update of alumnae resource documents.
- Administer the individual alumnae awards process (Merit, Service and Loyalty); the 50- and 75-year awards process and the Circle of Excellence award process and serve as the point of contact to the Awards Committee.
- Provide material support to alumnae extension projects and new alumnae chapters.
- Administer 50- and 75-year member program.
- Manage alumnae jewelry order fulfillment and iMIS tracking.
- Manage all Alumnae Digest content and collaborate with Marketing department for distribution.
- Oversee and steward the alumnae initiate program.
- Prepare annual budget recommendations.

- Serve as a member of the Member Experience division.
 - a. Provide assistance as needed within the division.
 - b. Utilize division personnel as support for position's projects.
 - c. Attend division meetings.
- Collaborate with Marketing and Communications division to execute on initiative development and implementation.
- Collaborate with Education department to develop alumnae officer development programming.
- Collaborate with Chapter Services department to develop initiatives for engaging active and graduating collegiate members in the alumnae chapter experience.

Supervisory Responsibilities

Alumnae support volunteers.

Education and/or Experience

Bachelor's degree (B.A.) from four-year college or university; or three to five years related experience and/or training; or equivalent combination of education and experience.

Other Skills, Abilities and Qualifications

- Strong analytical thinking and interpersonal skills.
- Excellent project management skills.
- Demonstrated knowledge of alumnae engagement or relations and external affairs.
- Ability to strategize, implement and build constituency programs and activities, along with a talent for motivating volunteers.
- Demonstrably strong writing, planning and organizational skills.
- Flexibility and initiative, as well as the ability to work independently, combined with the skills for thriving in a team environment to achieve organizational goals.
- Ability to organize and complete multiple tasks simultaneously with close attention to detail and prioritization to meet deadlines.
- Ability to travel and work evenings and weekends as needed.
- Professional, outgoing, guest-service oriented manner.
- Demonstrated ability to excel in a highly collaborative environment.
- Detail-oriented and effective work practices under pressure while meeting all applicable deadlines.
- Understanding of nonprofit organizations and/or working with volunteers.

Computer Skills

To perform this job successfully, an individual should have knowledge of: Internet software; spreadsheet software (Excel); word processing software (Word); electronic mail software (Outlook); database software (iMIS).

Business Related Contacts

International Headquarters staff, International Council, sorority members, sorority volunteers, as well as Gamma Phi Beta Foundation staff and volunteers.

Location

This position is based at Gamma Phi Beta Sorority Headquarters in Centennial, Colorado. Remote employment will not be considered.