



**Title:** Coordinator of Operations & Leadership

**Department:** Collegiate Experience

**Reports to:** Senior Director of Collegiate Experience

**Status:** Exempt

## **ABOUT DELTA PHI EPSILON:**

Delta Phi Epsilon is an enterprise consisting of three non-profit organizations working toward a mission to create a sisterhood experience rich with tradition, innovation, and opportunities for growth. Delta Phi Epsilon is constantly evolving and seeks to positively impact not only the lives of its more than 10,000 collegiate members and 55,000 alumnae members worldwide, but also the sorority experience, as a whole. Our focus on creating a sense of belonging is intentional, and a culture of inclusion, integrity, and innovation is always our top priority.

## **POSITION SUMMARY:**

Responsible for helping to create a purposeful, healthy, and educational experience for undergraduate members within Delta Phi Epsilon's 109 collegiate chapters across North America. As a member of the Collegiate Experience team, the Coordinator of Operations & Leadership plays a critical role in ensuring Delta Phi Epsilon achieves its global purpose to create a sense of belonging for all. This individual does that by developing programmatic infrastructure to support undergraduate members in creating their own chapter environments focused on holistic wellness, authentic relationship-building, and lifelong learning. The Coordinator of Operations & Leadership provides broad oversight to the International Leadership Consultant (ILC) program, including supervising remote consultant staff assigned to the Operations & Leadership functional area. This individual also oversees curriculum design and coordination of experiential learning, chapter operation, and educational program offerings such as in-person officer trainings, virtual chapter coaching models, holistic wellness programming, and Team Excellence leadership initiatives. This individual assists the Senior Director of Collegiate Experience in large-scale strategic initiatives and assessment, and enhances undergraduate member and chapter support efforts as a critical piece of the Collegiate Experience department.

## **KEY ROLES (ESSENTIAL JOB RESPONSIBILITIES):**

### *Preparing Chapters for Success*

1. Create an environment that represents the purpose and mission of Delta Phi Epsilon
  - a. Oversee the continued evolution and implementation of the International Leadership Consultant program, including supervising remote consultant-level staff; coordinating an annual application and hiring process; implementing training and professional development initiatives; supporting consultants in developing and managing their own visit schedules, workload, and portfolio of chapters; communicating with collegiate chapters about the program; and leading program assessment.
  - b. Manage administrative aspects of the International Leadership Consultant program, including but not limited to approving timecards, reviewing expense reports, and conducting staff performance evaluations.
  - c. Develop and strengthen programmatic infrastructure to support collegiate chapters in creating healthy, purposeful, and effective operating practices in areas such as chapter assessment, leadership team training and development, and accountability processes.
  - d. Provide oversight to a Chapter Coaching Program that pairs experienced staff members with undergraduate chapters to provide specialized coaching support to chapters based upon data-informed needs.
  - e. Generate ideas for, develop, and implement initiatives within an educational programming framework rooted in the organization's founding principles of Justice, Sisterhood, and Love and tied to Delta Phi Epsilon's strategic objective areas of diversity, equity, and inclusion, mental health, and advocacy.
  - f. Design and lead experiential learning opportunities based on data-driven need such as in-person officer trainings, online learning programs, and holistic wellness programming.
  - g. Collaborate with Delta Phi Epsilon's housing department to ensure seamless and consistent implementation of experiential learning programs within the organization's chapter facilities.

### *Supporting, Engaging, and Creating Vision*

1. Design an overarching experiential learning framework and train staff and volunteers to facilitate conversations and workshops with collegiate chapters and undergraduate members regarding specific topic areas as determined by the organization's strategic plan.
2. Assist in creating an innovative collegiate experience support model – including resources, communication, procedures, programs, and tools – to ensure Delta Phi Epsilon's collegiate members and chapters thrive.
3. Develop and execute programs and initiatives to support collegiate chapter development and build understanding and capacity for effective use of the International Leadership Consultant program.
4. Coordinate accountability processes and outcomes for policy violations through a restorative justice lens.

### *Setting the Standard for Sisterhood*

1. Interact and build relationships with Delta Phi Epsilon alumnae, at large.
2. Assist and/or lead in special projects as defined by the Senior Director of Collegiate Experience and supported by the International Governing Board.
3. Serve as a resource and positive representative of Delta Phi Epsilon International Sorority to collegiate chapters and undergraduate members across North America, as well as inter-fraternal and campus partners.

### **RELATIONSHIPS:**

**Internal:** Maintains close contact with members of the growing Collegiate Experience team; including the Senior Director of Collegiate Experience, Coordinator of Organizational Growth, Manager of Organizational Growth, International Leadership Consultants, Collegiate Experience Interns, and Chief Operating Officer. Works closely with other International Headquarters staff to receive/provide information, discuss issues, instruct, and advise related to the collegiate chapter experience.

**External:** Maintains contact with external groups such as members, volunteers, college/university staff, advisors, faculty, and inter-fraternal partners to gauge issues and solve problems.

### **Skills/Knowledge Required:**

- Master's degree in a field related to higher education, student affairs, college student personnel, or public health
- 1–3 years of experience working with higher education organizations or within the higher education landscape
- Knowledge of the fraternity and sorority life functional area and industry
- Demonstrated educational programming and curriculum design experience
- Ability to lead, motivate, and coach others
- Strong communication skills
- Must be a self-starter and able to work independently and as a member of a team
- Ability to partner, collaborate, and effectively work directly with volunteers
- Strong critical thinking skills and a desire to challenge the status quo
- Basic knowledge and skills of Delta Phi Epsilon equivalent staff-level competencies

### **Physical Requirements:**

Must be able to travel and lift up to 10 pounds.

### **Disclaimer:**

**This position is posted for a late Spring/early Summer 2020 start date.** Additionally, the information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor be interpreted as, a comprehensive inventory of all duties, qualifications, and objectives required of employees assigned to this job.

**Signed by:** \_\_\_\_\_  
Incumbent

**Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_  
Senior Director of Collegiate Experience

**Date:** \_\_\_\_\_