



Position: Chapter Development Consultant

Type: Full-time non-exempt

Summary: The member of the Tri Delta enterprise that consults and advises both existing and newly established collegiate chapters to provide effective chapter management, including public relations, educational programs, administrative operations, recruitment and retention. The chapter development consultant (CDC) acts as a positive role model at all times, supporting the mission, values, Purpose and policies of Delta Delta Delta. The CDC facilitates and promotes new initiatives with chapters and serves as a catalyst for change.

Qualifications:

- A member in good standing of Delta Delta Delta
- Strong analytical skills, sound judgment and decision-making ability
- Flexible and adaptive to change
- Demonstrate professionalism with collegiate chapter and peer-to-peer interaction
- Effective oral and written communication and presentation skills
- Bachelor's degree required, earned within 24 months of start date
- Working knowledge of Microsoft operating system and programs
- Leadership experience
- Adhere to deadlines
- Consistent travel, multiple modes of transportation
- Ability to work long days
- Able to work in the United States

Primary Roles: Consult, education and program development, administrative, team player

Reports To: Sr. Director of Collegiate Experience

Supervises: N/A

Travel: Full time

Typical Week: 50-60 hours

Key Responsibilities: The responsibilities of a Chapter Development Consultant include, but are not limited to, the following:

- Consult with all officers, advisors, Fraternity volunteers and university administrators to rapidly assess collegiate chapter programming and operations.
- Coach and train collegiate members, officers and advisors.
- Identify needs and recommend goals for chapters.
- Provide recommendations for chapter development and Fraternity support to the Member Experience Team.
- Communicate to Fraternity volunteers regarding status of chapters.
- Serve as a recruitment consultant for chapters and advisors.
- Serve as an expert on collegiate chapter operations with knowledge and interpretation of Governing Documents.
- Educate and train chapter officers on Fraternity operations, management, interpersonal skills, membership recruitment, leadership, member interaction and member development.
- Conduct creative workshops, training sessions and provide resources for alumnae and chapter members.

- Participate in extensive training in leadership development, confrontational skills, officer evaluations and Fraternity procedures.
- Complete all required administrative duties.
- Prepare a chapter improvement plan that outlines strengths, opportunities for growth and recommendations for the collegiate chapter in a timely manner.
- Attend training sessions throughout the year.
- Participate in a mid-year review to provide feedback on experiences at the end of the term of employment.
- Manage self-performance to achieve expected results while balancing work and personal life.
- Strive for excellence in performance by surpassing established standards.
- Take full responsibility for one's decisions and results.
- Demonstrate honesty, keep commitments and behave in a consistent manner.
- Partner with others to accomplish goals.
- Take initiative and follow through.
- Prioritize tasks to meet deadlines.
- Present oral and written communication in a clear and concise manner.
- Work through interpersonal conflicts to ensure problems are addressed and relationships are strengthened.
- Pursue self-development.
- Be accessible and provide prompt, attentive service.
- Go the extra mile to satisfy customer needs and expectations.
- Effectively handle several challenging problems or tasks at once.
- Demonstrate openness to new organizational structures, procedures and technology.
- Identify what needs to be done and take action.
- Maintain confidentiality.
- Keep manager informed about progress and problems.
- Ensure timely communication with collegiate chapters.
- Use discernment to arrive at decisions or solutions to problems.
- Other duties as assigned

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