



**Position Title:** Director of Member Operations

**Team:** Membership Services (Vice President of Membership Services, Director of Intake, Director of Expansion, Director of Member Operations)

**Reports to:** Vice President of Membership Services

**General Summary:** The Director of Member Operations (DMO) is responsible for overseeing all matters pertaining to all sorority official chapters, inclusive of undergraduate and alumnae prospective chapters. Additionally, the DMO is responsible for maintenance of leadership development training. The DMO will lead a team of Regional Directors to oversee operations to ensure that all entities are in compliance with national sorority guidelines for anti-hazing and risk management, as well as within university policies and local state laws.

**Principle Duties, Responsibilities, and Other Job Related Information:**

- Develop and implement comprehensive training programs for regional and chapter leadership.
- Support undergraduate and alumnae chapters to foster communities of empowerment, inclusion and opportunity in collaboration with Regional Directors and Chapter Mentors
- Collaborate with the Director of Expansion and Director of Intake to ensure compliance with national policies.
- Respond to all inquiries, under the supervision of the National Vice President of Membership Services and cooperate with any university investigations
- Track all submissions for national reporting

**Position Requirements (Minimum Knowledge, Skills, and Abilities Required):**

- Experience in training or leading teams
- Outstanding writing, editing and verbal skills
- Process Team experience is preferred
- Familiarity with national risk management policy and national intake manuals is preferred

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- Understanding of sorority and state hazing laws and hazing prevention

### **Position Benefits:**

- Enhanced work-product portfolio for use in professional career advancement
- Development and refinement of skills in the areas of training, auditing, coaching, curriculum development
- Development and refinement of key transferable skills such as critical thinking, time management, and cross-collaborations