

Pi Beta Phi

ASSISTANT DIRECTOR OF CHAPTER SERVICES

JOB TITLE: Assistant Director of Chapter Services

SALARY TYPE: Exempt

REPORTS TO: Chapter Services Director

EFFECTIVE: September 2026

PRINCIPAL OBJECTIVE

This full-time position serves members, chapters, volunteer officers and host institutions by providing support for day-to-day chapter needs within assigned regions.

CORE RESPONSIBILITIES

- Supports the elevated customer service needs of members and caregivers related to all aspects of the collegiate experience within assigned regions in partnership with the Chapter Services Manager.
- Provides day-to-day support to assigned Regional Teams as a staff liaison, partnering closely with the Collegiate Regional Director to support the collegiate functions of the region.
- Informs, monitors and is accountable for the overall support strategy, both day-to-day and elevated, for chapters within their defined regions.
- Collaborates and partners with the Collegiate Regional Director, Director Chapter Support and other specialty area volunteers and staff. May serve as a staff support partner on a support team when needed.
- Is the primary point of contact to campus Fraternity/Sorority Advisors within their defined regions and builds strong partnerships with campus administrators across the institution.
- Actively participates in meetings and calls related to the chapters in their regions pertaining to all topics including chapter support strategies, Panhellenic needs, escalated issues, etc.
- May support collegiate database functions including membership status changes and chapter reporting for their defined regions and specialty area in partnership with the Chapter Services Coordinator.
- Supports the overall consultant program in partnership with the Chapter Services Director and Chapter Services Team through ongoing program execution and the direct supervision of assigned consultants.
- Sets the chapter visit strategy in partnership with the Collegiate Regional Director to ensure staff visit coverage from their team, including consultant visits, and coordinates visit follow up measures including reviewing and distributing visit reports.
- Serves on Operational and Strategic Plan tactic teams and moves relevant projects forward as assigned.
- Participates in the Emergency Hotline on call rotation.
- Completes other duties as assigned.

HEADQUARTERS STAFF COMMITMENTS

All members of the Headquarters staff are expected to:

- Offer premier customer service.
- Commit to a positive volunteer experience and serving the volunteer.
- Care for each other.
- Build affinity and Pi Phi Pride with every action and interaction.

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QUALIFICATIONS OF A SUCCESSFUL CANDIDATE

- Bachelor's degree with three to five years of experience in an office setting or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities.
- Pi Beta Phi Fraternity membership preferred.

ADDITIONAL INFORMATION

- Moderate travel required, including frequent and short-notice chapter visits in their defined region.
- **Directly supervises the following:** Pi Beta Phi Consultants, as assigned.

Pi Beta Phi's Mission, Vision, Core Values and statements of philanthropic service and Commitment to Diversity, Equity and Inclusion can be found at pibetaphi.org/about.

At Pi Beta Phi Headquarters, we value and respect our employees and their contributions. Our total compensation approach includes base salary, benefits and a 401(k)-matching program. Each position is externally benchmarked, and the salary ranges are evaluated annually. The salary range for positions is based on local and fraternal market data and allows for various experience levels. The actual pay is based on skills, experience, education and other relevant factors. The starting salary at this grade level is \$57k.