

Volunteer Position Description For Programming Chair, Membership

General Summary

The Programming Chair for Membership oversees and manages the programming aspects related to enhancing the overall quality of membership for AOII. Her primary role is to provide support, direction, and strategies for NS-Rs in the areas of recruitment, new member education, public relations, and membership retention that will assist AOII in becoming a “chapter of choice” and achieve the strategic initiatives set forth by the network and the Fraternity.

The Programming Chair for Membership shall be appointed by the newly-elected Executive Board in each odd calendar year for a term of 2 years, beginning the following January 1 and ending December 31, two years thereafter.

Primary/Key Responsibilities

- Coordinate and foster avenues for regular and ongoing communication among the NS-Rs.
- Facilitate the sharing of best practices, ideas, strategies, and resources among NS-R group members to support the health and development of collegiate chapters.
- Analyze chapter statistics, trends, and performance and assist NS-Rs to develop and implement individualized chapter support plans which respond to chapter needs and support the network’s strategic initiatives.
- Stay abreast of national trends and statistics in order to make AOII more competitive.
- Communicate regularly with Network Directors & ADCSs to deploy resource support to NS-Rs to meet strategic initiatives of the network for collegiate chapters.
- Collaborate and partner with Staff liaisons and the Education Committee to identify gaps and share training and education ideas/needs for NS-Rs and collegiate chapters.
- Support the NS-Rs to maintain regular communication via direct contact, email, website, newsletters, social networking systems, and print publications with collegiate constituencies.
- Report any serious chapter issues to the XB and NPC Delegate, as necessary.
- Maintain confidentiality in the execution of these responsibilities.
- Perform other duties as may be assigned.

Qualifications

Minimum:

- Strong skills in recruitment preparedness, motivation, image, communication skills, public relations, and marketing.
- Prior experience in a membership recruitment leadership role, preferably with AOII and/or Greek systems.
- Demonstrated experience in analyzing statistics, trends, and performance data and developing plans to address deficiencies.
- Alumnae status for at least five years.
- Must be a member of one or both of the following: local Alumnae Chapter or Life Loyal AOII.
- Strong written and verbal communications skills and working knowledge of email and other communications channels.
- Ability to manage multiple projects, keep deadlines and direct others to execute shared plans and goals.
- A volunteer commitment of approximately 10-15 hours per week should be expected, particularly during recruitment periods.
- Ability to participate in regularly scheduled conference calls.
- Ability to travel and make chapter visits upon the request of the XB, ND, NPCD, Collegiate Services Department or as agreed upon with the requesting NS-R.
- Must attend International Convention and Leadership Institute; attend annual events or national meetings; and attend and participate in any scheduled training.

Preferred:

- More than five years of experience serving in a volunteer advisory capacity within AOII.
- Prior experience and knowledge as a Recruitment Adviser and/or Panhellenic Adviser at local university.
- Prior experience serving AOII in network role with a focus in the area of recruitment and/or Panhellenic.
- Prior experience serving AOII in a supervisory role (e.g., Network Director, Network Specialist, Committee Chair).
- Experience serving other non-profit organizations in a non-paid leadership role at a local or national level.
- Demonstrated experience managing staff, volunteers and/or peers around the design, implementation and revision of strategic work. Specific aptitude or experience leading remote staff and small groups. Previous experience supervising and coaching direct reports.

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- Practical experience guiding, coaching individuals and teams to a desired end. Advanced experience in problem-solving, ability to shift approach and tactic to achieve results. Shows aptitude in delivering feedback, motivating individuals and groups to complete projects and long term strategic goals.
- Demonstrated dedication to quality work, conversation, products and initiatives that align not only with AOII's strategic plan but that show quantifiable results. Articulates the AOII mission and strategic goals; shows prowess in managing resources, human talent and personal time to fulfill the strategic objectives of the organization.

Knowledge, Skills, Abilities

- Has a passion for AOII and for performance excellence, and instills that passion within her Network.
- Well practiced in verbal and written communication. Displays excellent small-group communication skills including leading and designing effective meetings/presentations, facilitating groups to achieve consensus and plan work, navigating difficult conversations and providing effective feedback for peers, volunteers and direct reports.
- Ensures personal work is of highest caliber and leads by example. Leads with insight and effective problem-solving. Works with volunteers, peers and other stakeholders in a professional and positive manner. Models the AOII spirit of service and sisterhood.
- Ability to collaborate with others to support AOII goals, share best practices and to build a community spirit within the Fraternity.
- Commitment to chapter excellence, leveraging AOII leadership, committees and knowledge within the Fraternity.

Position Competencies

- **Leadership:** Shows unyielding dedication to supporting direct reports and team in achieving work. Serves as a motivator to all stakeholders. Is sought out by peers, volunteers and direct reports for counsel, ideas and coaching. Finds opportunities to demonstrate personal leadership through strategy, creativity and people management/motivation.
- **Teamwork/Collaboration:** Demonstrates ability to coordinate work, conversation and innovation within a group context. Can function both as leader within group and adapt to follow as the situation dictates. Can organize personal work within a group context and consistently contribute to a collaborative outcome.
- **Basic Communication:** Presents ideas, accepts feedback, exchanges information and communicates verbally and in writing effectively with all AOII stakeholders and peers.
- **Decision-Making:** Consistently shows sound judgment when making professional decisions. Weighs and understands all sides of an issue, seeks information and understanding prior to a conclusion. Makes use of emotional intelligence (reading people and situation) before making a decision.

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- **Innovation:** Constantly strives to bring new ideas, practices and management ideas into practice within her work. Pushes peers and even superiors to consider ideas and approaches that support AOII's foundation but push the organization to think bold and big.
- **Self-Improvement:** Seeks traditional and out-of-the-box means to improve professional skills and talents. Seeks opportunities for training, leadership and application of work-based knowledge. Shrewd at identifying personal aptitudes and opportunities within AOII. Articulates personal needs and professional opportunities and finds innovative ways to showcase abilities that advance personal goals and mission of the organization.
- **Organizational Vision:** Can think big picture and future oriented. Able to generate new ideas and processes that advance the mission of AOII. Works with management team, board and other senior volunteers to craft "best thinking" for the organization.
- **Strategic Thinking:** Demonstrates savvy and understanding of how relationships, history and "politics" of the organization contribute to effective execution of strategic plan and accomplishment of goals. Can articulate big picture ideas and bring others along through mentoring, coaching and conversation. Identifies opportunities for collaboration, sharing of resources and eliminates duplication of work through keen understanding and execution of work and relationships.

AOII's Commitment to You

Our Fraternity recognizes this is a demanding position but also one that is very rewarding and important to the success of our collegiate and alumnae chapters.

Our support to help you be successful comes in many forms:

- Staff partner to share responsibility for achieving goals.
- Expense budget for your travel and to cover necessary costs within the Network.
- Training to enhance management and leadership skills for you and the Network key volunteer leaders.
- Access and a pledge of two-way communications with AOII's Executive Board to share insights and provide input into the future of the Fraternity.
- Personal development and friendship through service.