

DIRECTOR OF ALUMNAE EXPERIENCE AND OPERATIONS

REPORTS TO DEPARTMENT

Chief Experience Officer (CXO)
Experience

SALARY TYPE LOCATION

Exempt
Remote

POSITION OVERVIEW

The Director of Alumnae Experience and Operations will lead efforts that foster meaningful, lifelong engagement among Delta Zeta alumnae, aligned with advancing the Sorority's Strategic Priorities. This role oversees the alumnae operations volunteer infrastructure, including alumnae chapter and alumnae association support, non-traditional membership growth, volunteer engagement and operational processes, while partnering across teams to deliver impactful programs, events and recognition initiatives.

CORE COMPETENCIES

- **Relationship Building and Collaboration:** Proven ability to build trusted relationships, collaborate across diverse teams and influence volunteers without direct authority.
- **Member and Volunteer Engagement:** Experience developing and implementing strategies that strengthen recruitment, participation, retention, recognition and long-term engagement.
- **Program Management and Execution:** Demonstrated ability to translate organizational priorities and emerging needs into actionable plans while managing multiple programs, deadlines and operational details with strong follow-through.
- **Data-Informed Communication and Adaptability:** Ability to analyze trends and feedback, communicate insights clearly across multiple audiences and adapt priorities and approaches as needs evolve.

DUTIES AND RESPONSIBILITIES

Relationship Building and Collaboration

- Serve as the liaison and maintain a working relationship with the National Alumnae Director, Area Alumnae Directors and Area Teams.
- Serve as the staff lead for the National Alumnae Association Committee.
- Serve as back-up in the absence of a member of the Experience team.

Member and Volunteer Engagement

- Partner with the National Alumnae Director on the implementation of the Sorority's Volunteer Engagement plan for the Area Alumnae Directors and corresponding teams, including support of the marketing of positions, recruitment, appointment, orientation and training, evaluation, transition and recognition.
- Guide the planning and execution of training opportunities and resource development for alumnae chapter officers and volunteers, based on trends and needs.

Program Management and Execution

- Uphold the *Constitution* and National Sorority Policies of Delta Zeta Sorority.
- Oversee the annual alumnae chapter dues and roster submission process.
- Manage the alumnae chapter petitions and closure requests.
- Lead and coordinate the alumnae initiation process and procedures, including partnering with the National Ritual Chairman to schedule and coordinate virtual initiations.
- Partner in the annual National Awards and Recognition process, including the expansion of the process to incorporate area recognition.
- Partner in the planning and execution of National, area and local alumnae engagement events.
- Oversee the annual membership milestone recognition program.
- Participate in hybrid and in-person events, as assigned.

Data-Informed Communication and Adaptability

- Identify trends, assess needs and develop action plans for alumnae chapter growth and engagement.
- Monitor and report on alumnae membership growth, including both traditional alumnae chapter membership and non-traditional alumnae initiation growth.
- Collect and share alumnae impact stories, alumnae and chapter association highlights and engagement opportunities through the Alumnae Digest, social media and the website.
- Complete reporting, as requested.
- Fulfill other responsibilities as may be directed.

QUALIFICATIONS

- Bachelor's degree required. Master's degree preferred but not required.
- Ideal candidates would have a minimum of 5-7 years of experience in higher education, member services, association management or development.
- Must demonstrate an extensive knowledge of sorority policies and procedures or demonstrate equivalent combination of experience and training.
- Should be a relationship focused team player with the ability to handle multiple tasks and challenges.
- Ability to work collaboratively with a diverse group of people in the organization (staff, volunteer officers, collegiate and alumnae chapter officers, vendors, etc.) on projects as assigned to fulfill Delta Zeta's Strategic Plan.
- Must be available to work non-traditional hours (evenings and weekends).
- Experience with remote work and willing to travel.

COMPENSATION

Salary is in the range of \$50,000-\$65,000 annually, commensurate with experience. Additional benefits are outlined on our website via the link below.

APPLICATION INSTRUCTIONS

Please find all application instructions on our website here: <https://www.deltazeta.org/about-us/delta-zeta-careers/>.