

**Position Summary:** This entry-level position is the first point of contact for chapter and member service at the Heritage Center. The goal is to assist and help each AKPsi chapter grow and achieve their goals while working closely with the three other resource coordinators to collaborate on chapter operations across all areas.

**Reporting Relationship:** Reports to the Associate Director of Student Services

**Supervision Relationship:** None

### Leadership Responsibilities:

- Manage and facilitate in assessing chapters and match needed resources and/or assistance
- Build and maintain positive working relationships with chapters and volunteers
- Act as the educational resource liaison for chapter operations, best practices, membership issues, recruitment, retention, and officer training
- Manage probation and guidance terms for chapters
- Assist with chapter reporting through ChapterSpot
- Assist with the design, development, and delivery of student leadership programs

### Administrative Responsibilities:

#### Chapter Liaison

- Fields calls from chapters and chapter-based volunteers to assist in providing solutions to problems
- Develops relationships with chapter-based volunteers to consistently meet chapter need
- Identifies areas of need in region and works with appropriate staff and volunteers to provide solution
- Collaborates with Area Vice President and four Regional Directors to ensure resource needs of Area and individual regions are being met

#### Pulse Point

- Works closely with struggling chapters on pulse point to ensure chapter improvement
- Prepares background information on pulse point chapters and works with volunteers/students on status for upcoming year; also presents chapters for closure to Closure Committee

#### Risk Reduction

- Monitor probationary and guidance terms to ensure chapter improvement
- Work with Judiciary Committee Staff Liaison and Chapter Services Coordinator on probationary calls, investigations and other risk reduction issues within area

#### Education

- Assists in the development and delivery of educational programming as needed
- Facilitates Officer Training as needed

#### Events

- Attends annual PBLI event and bi-annual Convention to provide on-site staff support

#### Expansion

- Travel to one university per year for an expansion visit (not necessarily in your area)
- Market AKPsi and recruit students while on expansion visit
- Perform colonization ceremony, train officers, leadership retreat
- Monitor and work with colony remotely on the colony to chapter process until the colony installs and become a student chapter

#### Additional Duties

- Assist the staff/volunteer team in other areas on an as needed basis
- Attend various meetings throughout the year as needed—Regional Assemblies, Presidents Academy, Management Team meetings, etc.