



OMICRON DELTA KAPPA

The National Leadership Honor Society

DIRECTOR FOR MEMBERSHIP SERVICES

The Director for Membership Services (DMS) serves as the primary membership recruitment, development, and retention champion for the more than 300 circles (chapters) located on college campuses around the country.

As a member of the National Headquarters team for the Omicron Delta Kappa Society and Educational Foundation, the DMS works closely with the other National Headquarters staff members, circle officers, and student leaders to provide excellent training, development, and service in our efforts to retain and expand membership at the campus and collegiate level.

OΔK seeks an individual who can leverage both data analytics and personal relationships to achieve the goals described in the FY 2022-24 Omicron Delta Kappa Strategic Plan. The DMS will strive to:

- *Strengthen the value* of the OΔK brand by assisting circles in recruiting and retaining the highest quality members,
- *Showcase the value* of OΔK involvement by demonstrating the unique and meaningful impact OΔK has on its members; and,
- *Sustain the value* of the OΔK experience by supporting ethical leadership development, engagement of leaders from diverse backgrounds, and facilitating outreach to other collegiate and community leaders.

The DMS is a full-time staff member based at the OΔK National Headquarters in Lexington, Virginia. The position reports to the Vice President for Membership and Operations. This position may be considered for remote work.

GENERAL RESPONSIBILITIES

Membership Programs (35%)

- Develop and implement a comprehensive recruitment plan for increasing membership at the circle level
- Develop and implement an on-campus and on-line recruitment program that actively engages both current and prospective members
- Develop and implement a contact management plan for ensuring high levels of communication and service to circles
- Monitor circle operations and assist circles to maintain minimum standards

- Provide consultation and training for non-performing circles
- Assist with the development and implementation of the National Circle as a membership outreach program

Circle Officer Support (30%)

- Develop, revise, and implement training programs which enhance circle officers' knowledge and effective use of OΔK resources
- Identify and implement strategies to increase the efficiency and effectiveness of membership processing and circle administration
- Actively recruit and train members for the new Alumni Advisors program

National Programs (20%)

- Manage registration, membership records, and outreach for the National Leadership Conference
- Work closely with HQ staff and National Leadership Conference committees to develop all aspects of the circle officers' engagement in the conference
- Coordinate national grants and awards recognitions programs as assigned
- Assists with national initiation and chartering ceremonies

Communications (10%)

- Coordinate monthly new member emails, circle office e-newsletters. and other circle specific communication
- Manage the officer information portal and other web services for circle management
- Assist the communications staff with collegiate and lifetime member publications
- Use social media to promote OΔK programs and circle accomplishments

Board and Volunteer Engagement (5%)

- Support the HQ senior staff in working with the Society's Board of Trustees
- Help other local regional and national volunteers to conduct the business of the Society
- Serve as the primary liaison to assigned national committees
- Assist in the implementation of the strategic plan as requested

Perform other duties that advance the vision and mission of Omicron Delta Kappa as requested. *This is a non-exempt position. Significant evening/weekend work and travel is required.*

REQUIREMENTS

Essential

- Bachelor's degree from an accredited university in business, marketing, communications, public relations, non-profit leadership, or related field.
- Three to five years of full-time experience with membership recruitment and development practices in a chapter-based organization, university administration or instruction, and/or non-profit organizations.

- Demonstrated experience in the development and delivery of high quality present recruitment and training programs in multiple formats (e.g., in person, web-based, and recorded).
- A willingness to work and communicate effectively with diverse populations individually and as part of a team.
- Extensive travel experience. Candidates must be willing and able to travel away from the national headquarters or home base for up to 14 consecutive days.

Preferred

- Master's degree in business, marketing, communications, public relations, or in a related field in higher education administration, student affairs administration, or non-profit leadership.
- Association or similar non-profit experience and experience working with volunteer-driven chapters.
- Knowledge and ability to apply theories, concepts, and best practices to programs, curriculum instruction, and other activities is highly desired.
- Membership in Omicron Delta Kappa

Knowledge, skills, and abilities

High proficiency in the following areas:

- Excellent verbal and written communication skills
- Presentation design and delivery
- Event planning and implementation
- Experience working with business and learning technologies
- Social media and web content delivery

Proficiency in the following areas:

- Budget and financial management tools
- Research methods
- Writing for publication

PERSONAL CHARACTERISTICS

The Director of Membership Services should demonstrate competence in some or all of the following:

- **Behave Ethically:** Understand ethical behavior and business practices. Ensure behavior is consistent with these standards and align with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- **Communicate Effectively:** Must possess strong written and verbal communication skills.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve

problems, and make decisions that enhance organizational effectiveness.

- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions, which are timely, and in the best interests of the organization.
- **Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details using data and information management tools.
- **Plan:** Set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

COMPENSATION

The salary range for the Director of Membership Services is \$46,000 to \$50,000 a year (commensurate based on education and experience) plus full benefits including life, dental, and health insurance and retirement contributions. Professional development opportunities are available as negotiated. Personnel at Omicron Delta Kappa's National Headquarters have free parking and access to recreation and library facilities at Washington and Lee University. This position may qualify for remote work.

TO APPLY

Submit a cover letter, resume or vitae, and a list of at least three references to Dr. Timothy A. Reed, vice president for membership and operations, via tim@odk.org. This position is open until filled. Candidate review will begin on June 15, 2021.