



Chapter Development and Collegiate Operations Manager, Mortar Board National College Senior Honor Society

Mortar Board, Inc., a National College Senior Honor Society founded in 1918, is searching for a **Chapter Development and Collegiate Operations Manager**. We seek an innovative, adaptive, organized, member-focused manager to help achieve the goals of our Society through the early years of our second century. ***There is opportunity for this position to be remote or hybrid.***

Position Summary

The **Chapter Development and Collegiate Operations Manager** will proactively support the changing needs of Mortar Board National College Senior Honor Society, made up of over 100 active chapters and more than 3,000 new initiates annually.

Specifically, the **Chapter Development and Collegiate Operations Manager** will serve as the primary point of contact for our 100+ active collegiate chapters, chapter officers, collegiate candidates for membership, and chapter advisors. This position will also serve as the main contact for approximately 20 volunteer regional coordinators. The manager develops and implements processes, procedures, programs, workshops, trainings, meetings, and events to help all collegiate chapters reach their potential, plan the year effectively, achieve member membership goals annually, and implement initiatives successfully. This role will develop meaningful relationships with chapter advisors, collegiate members, and volunteer leaders.

As part of the Mortar Board National Office team, the **Chapter Development and Collegiate Operations Manager** will help advance the goals of Mortar Board at the chapter/collegiate level through:

- Enhancing chapter operations and development to achieve success,
- Creating a sense of belonging within/connection to, the national society,
- Emphasizing the equity themes of Mortar Board's purpose,
- Improving collegiate member engagement,
- Developing processes and procedures to sustain chapters, and
- Increasing collegiate membership.

About Mortar Board:

Mortar Board National Senior Honor Society, founded in 1918, is a national honor society recognizing college seniors for their exemplary scholarship, leadership and service.

Mortar Board has a rich history as an organization – we are a national honor society that recognizes rising college seniors for their achievements in scholarship, leadership and service, provides opportunities for continued leadership development, promotes service to colleges and universities and encourages lifelong contributions to the global community. Mortar Board began in 1918 as the first national organization honoring senior college women. The Society opened its membership to men in 1975 and maintains a commitment to the advancement of the status of women and promoting equal opportunities among all peoples. More than a quarter million members have been initiated at 233 chartered chapters in the United States.

Mortar Board is made up of two organizations that work together for the good of the Society, Mortar Board, Inc. and the Mortar Board National Foundation.

Mortar Board's purpose is to:

- promote equal opportunities among all peoples,
- emphasize the advancement of the status of women,
- support the ideals of the college or university,
- advance a spirit of scholarship,
- recognize and encourage leadership,
- provide service,
- contribute to the self-awareness of its members, and
- establish the opportunity for a meaningful exchange of ideas as individuals and as a group.

For more information about Mortar Board, please visit: www.mortarboard.org

Work Hours and Location (Hybrid or Remote Opportunity)

The National Office has been based in Columbus, Ohio, since 1970. This position has the opportunity to be: fully remote, in-office, or a hybrid position at the discretion of the selected candidate. However, the position will need to have a strong connection to the office and team in Columbus, with the potential to attend in-person team meetings and/or events on occasion.

This position is a full-time 40-hour per week position. The core hours are 10am - 3pm ET, however the additional daily/weekly hours are flexible, at the discretion of the selected candidate and the executive director.

Position Responsibilities

Chapter Development and Operations (70%)

- Provide leadership and support to collegiate chapter officers and advisors to ensure yearly and long-term support.
- Develop and implement trainings for collegiate chapter officers, general members, prospective members, and chapter advisors to provide a clear understanding around the significance of Mortar Board, the value of membership and engagement, and opportunities available.
- Create chapter, region-wide, and/or society-wide programming in leadership development, scholarship promotion, service opportunities, fundraising, diversity, equity, and inclusion initiatives, campus visibility, and chapter management.

- Lead the internal CARES Committee (Chapter Activity, Recruitment/Retention, Engagement, and Sustainability Committee) and drive action for chapters needing additional support.
- Assist with chapter recruitment, selection, engagement and transition and work with the team to create communication and marketing campaigns to benefit collegiate chapters and members.
- Assess and track chapter activity, retention, engagement, and sustainability on a continual basis; assist with the creation and enhancement of necessary reports/forms; conduct assessment and share regular benchmarks; work to collect annual data from chapters and collegiate members.
- Help achieve strategic plan goals by assisting in the development of membership strategies, work to reinvigorate dormant chapters, and contribute to plans for future growth strategy and chapter expansion.
- Travel occasionally (approximately 5%) to visit campuses to provide onsite support, leadership, and guidance to active chapters, struggling chapters, and potential new chapters.
- Work with the Membership and Operations Manager to manage the logistics of the collegiate membership process and data entry/tracking (i.e. member recruitment/candidate requests, member dues, chapter fees); provide oversight to ensure membership materials are shipped/received in timely fashion; update and share membership benchmarks with key stakeholders.
- Build relationships with member campuses, chapter advisors, alumni, volunteer leaders, and partners.
- Work with national office staff to develop marketing and communication materials to share necessary information and resources, as well as communicate the value of collegiate membership.
- Provide guidance and supervision of student intern(s).

Volunteer Engagement (15%)

- Guide / lead 20 section coordinators to provide region and chapter support on a daily basis for ultimate performance.
- Work with the National Vice President to prepare meetings, programs, and trainings for section coordinators.
- Provide ongoing support and training for chapter advisors and new officers.
- Assist with chapter revitalization and expansion efforts in collaboration with national office staff, section coordinators, and alumni volunteers.
- Develop and monitor mechanisms to ensure that, with the support of section coordinators, every chapter and region exceeds regular benchmarks for programming, membership recruitment and selection, officer/advisor training, and reporting.
- Provide oversight to the collegiate awards process and committee.
- Serve in an advisory capacity for volunteer-led and/or member-focused events and initiatives including conferences, networking events, social events, and educational programs (both virtual and in-person.)

Day-to-Day operations (10%)

- Collaborate on national office initiatives.
- Create and maintain processes and procedures for staff and volunteers to be more cohesive, efficient, and effective.

- Assist with small non-profit team duties including answering phone calls, fielding questions via email, creating communication materials, maintaining the database, proactively supporting colleagues/the staff team, etc.
- Supervise part-time student worker(s) who assist with chapter development and collegiate operations.

Society-wide initiatives (5%)

- Serve on national committees (i.e. awards committee, programming, annual conference core planning committee.)
- Attend society-wide events and initiatives.
- Support and collaborate with various committees and volunteer leaders.

Other duties as assigned (5%)

Position Requirements

Ideal candidates should be:

- Adaptive
- Flexible
- Effective communicator, with strong verbal and written skills
- Proactive and creative
- Able to prioritize and manage complex projects
- Detail-oriented
- Organized
- Relationship-oriented and collaborative
- Able to work independently and autonomously but excel in a fast-paced, team-oriented environment.

Required Qualifications:

- Bachelor's degree from an accredited four-year institution or equivalent experience.
- 3+ years of relevant professional work experience.
- Experience developing and leading trainings and workshops.
- Experience with successful volunteer coordination and/or advising experience.
- Previous program planning/event coordination experience.
- Ability to lead effective process changes.
- Demonstrated success with project management; an ability to problem solve, multi-task, and create new ideas and solutions.
- Willingness to perform day-to-day tasks as part of a small team and simultaneously focus on big picture strategy.
- Excellent verbal and written communication skills.
- Ability to build effective working relationships at all levels.
- A solid knowledge base of the higher education industry.
- A solid understanding of college student development and challenges facing higher education institutions and college students today.
- Technologically savvy, in particular well-versed in Microsoft Office Suite, Google-Suite, and other relevant tech platforms.

Desired Qualifications:

- A master's degree in Higher Education and Student Affairs, College Student Development, Human Resources, Non-Profit Management, Leadership Studies, or relevant field.
- Experience working in higher education or an association/nonprofit with individual and chapter level engagement.
- Experience with various membership databases.
- Experience with communication tools and project/office management technology platforms.
- Membership in Mortar Board (not required for the role) or other chapter-based societies.

Applications without a cover letter will not be considered.

Search Process / To apply:

Please [submit an application](https://form.jotform.com/mortarboard/CollegiateOpsApplication) with an attached cover letter and CV/résumé via: <https://form.jotform.com/mortarboard/CollegiateOpsApplication>

Applications will be reviewed beginning immediately and continued until the position is filled. For best consideration, please apply by **October 2**.

Mortar Board is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. Aligning with our purpose, Mortar Board is committed to promoting equal opportunity for all peoples. We adhere to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.

All employment decisions at Mortar Board are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion or belief, gender, sexual orientation, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Mortar Board will not tolerate discrimination or harassment based on any of these characteristics. Mortar Board encourages applicants of all ages.

For any applicant seeking a reasonable accommodation, please contact Dr. Kirsten Fox, kfox@mortarboard.org.

Benefits:

As a member of the Mortar Board National Office, you will have the opportunity to embrace a team-based approach to work. This position offers the flexibility of a hybrid work environment.

You will be eligible to participate in Mortar Board's comprehensive benefits plans, which includes medical, dental, vision, short- and long-term disability, and life insurance coverage, effective on your first day of work.

You will also be eligible for 20 days of paid time off (PTO) annually, 10 paid holidays, and up to \$500 for professional development.