NATIONAL LEADERSHIP TEAM POSITION DESCRIPTIONS

Alumnae Chapter Specialist ( ACS)

All Alumnae National Leadership Team members work to increase alumnae engagement. This is accomplished through direct work with alumnae chapters and with alumnae Panhellenic groups; as well as overall alumnae membership. The Alumnae Experience is an essential aspect of Kappa Delta Sorority as it supports the holistic growth and development of women throughout our lifelong membership. Kappa Delta Sorority provides alumnae members with opportunities to cultivate meaningful relationships, encourage professional endeavors, impact our communities, and celebrate our rich heritage. Kappa Delta acknowledges the importance of the Alumnae Experience as alumnae form the foundation of our volunteer corps, provide financial support and exemplify loyalty to the sisterhood.

The alumnae chapter specialist (ACS) reports to the NVP-Alumnae, and guides, directs and develops alumnae chapters assigned to her.

Communication & Chapter Responsibilities:

- Work with the alumnae services staff at National Headquarters and local AC leadership to determine which alumnae chapters in her division need extra assistance with AC membership and programming development.
- Work with headquarters staff to send interest surveys for alumnae living within a targeted area of zip codes based on AC membership development/revitalization and identify a contact person for each AC.
- Use the results of the interest survey, contact alumnae via email and phone to determine potential interest and inform the headquarters staff of planned meet-and-greet event for the targeted ACs.
- Work with headquarters staff to send meet-and-greet invitation to those alumnae members who expressed an interest in attending an event as well as others who did not respond to the initial interest survey.
- Communicate information about service fees, alumnae chapter structure, programming, reporting and revitalization/reorganization/new chapter process to alumnae members interested in revitalizing, reorganizing or chartering an AC.
- Serve as the main contact for a potential alumnae chapter in her division after interested alumnae contact headquarters.
- Process senior survey responses to enable connection with an AC.
- For those ACs needing hands-on or extra assistance: educate and train AC officers on sorority policies, leadership, calendar planning and programming, budgeting and general operations.
- Encourage ACs to submit stories and event information to kdnews@kappadelta.org.

National Kappa Delta Responsibilities:

- Research and identify cities/towns with enough alumnae to support an AC and make contact with those alumnae with the assistance of the alumnae services staff at National Headquarters.
- Work with the headquarters staff to recognize and facilitate solutions to group concerns and establish actions plans.
• Create awareness and promote participation in national Kappa Delta initiatives including the Order of the Emerald/Pearl, voluntary alumnae dues program, the circle/membership recognition program, the Ever Loyal program, etc.

• Create awareness and promote participation in Kappa Delta Foundation programs available to ACs and alumnae members (KiDs grants, scholarships, commemorative bricks, etc.) and suggest ways that As can support the KD Foundation through donations.

• Recommend two National Visits to ACs within her division each calendar year (to be approved by the NVP-A at least two weeks prior to visit with estimated expenses). Post-visit report must be submitted to receive reimbursement for National Visit expenses.

• Work with headquarters staff to develop at least one AC regional workshop in her division.

• Work with state committees in her division to guide and assist with State Day planning and execution.

• Work with headquarters staff to maintain alumnae chapter documents and manuals and all areas of AC and alumnae development.

• Submit quarterly reports, an end-of-year report, recommendations for convention awards and biennial goals to the NVP-Alumnae.

• Develop content for the bi-monthly AC Leader newsletter.

• The ACS must be experienced and knowledgeable about Kappa Delta on a national basis and have strong experience and a proven track record in development relations.

• Position requires on average 10-20 hours a month
Alumnae Panhellenic Specialist (APS)

The alumnae Panhellenic specialist reports to the NVP-Alumnae and is responsible for ensuring Kappa Delta participation in National Panhellenic Conference Alumnae Panhellenics across the country.

Communication:
- Keep an up-to-date list of all alumnae Panhellenics and assure KD delegate is represented.
- Work with the alumnae chapter specialists to maintain alumnae chapter documents and manuals.

National Kappa Delta Responsibilities:
- Work in conjunction with the National Panhellenic Conference delegate (NPCD) and/or alternates to locate and coordinate local Kappa Delta alumnae volunteers for Alumnae Panhellenic groups and convention Panhellenic luncheons as needed.
- Submit quarterly reports, an end-of-year report and biennial goals to the NVP-Alumnae.
- The APS must be experienced and knowledge about Kappa Delta on a national basis and have strong experience and a proven track record in development and public relations.
- Position requires on average 10-20 hours a month
Chapter Accounting Specialist (CAS)

The chapter accounting specialist (CAS) is a volunteer assigned to each division to assist the vice president-finance (VP-F) and chapter advisory board-finance (CAB-F) with chapter finance. She is responsible for facilitating division team problem-solving of financial issues as appropriate. The chapter accounting manager(s) (CAM) will also provide guidance and support to CAS team members while advising and assisting the national vice president-finance (NVP-F).

Communication:
- Provide hands-on, direct contact with each assigned chapter and CAB-F advisor providing guidance, answering questions and responding to phone calls and emails in a timely manner.
- Partner regularly with division team members, HQ finance and the NVP-F as needed regarding chapter financial issues.
- Communicate with the CAB-F as needed. Issues with a CAB-F not performing her advising duties should be referred to the CAB specialist (CABS) for follow-up.
- Participate in the monthly division call with the National Leadership Team updating them on pertinent finance issues and facilitating productive discussion.
- Partner with leadership development consultants (LDCs) prior to and during a scheduled visit.
- Participate in CAS calls and webinars as scheduled.
- Create pertinent materials, including the KD Leader, as directed.

Chapter Responsibilities:
- Coach, advise and guide chapter collegians and their local advisors in responsible, proactive management of chapter finances. Ensure each chapter is knowledgeable of and compliant with national Kappa Delta policy in all financial matters.
- Work with chapter officers and advisors to promote a culture of personal financial responsibility. Assist chapter in fulfilling its mandatory financial literacy workshop requirement. Ensure members are paying their dues on time in order to minimize the need to initiate the 30-60-90 day process.
- Have a thorough understanding of Kappa Delta’s chapter financial policies and procedures as outlined in manuals and materials available on the Nautilus Network. Become proficient in the recordkeeping system used by each chapter.
- Monitor the work of the VP-F to see that the required monthly reports are submitted on time. Ensure chapter meets the deadlines outlined in the Efficiency Calendar.
- Assist VP-F and CAB-F in the annual chapter budgeting process as outlined in the Kappa Delta policy manual.
- Understand and ensure compliance with the 30-60-90-day notification process.
- Upon receipt of the chapter financial past due report from HQ finance, follow-up with the CAB-F and VP-F to ensure that future payments due to national KD are made per the Efficiency Calendar and inform the chapter finance manager at HQ of any issues.
- Check with the VP-F to be sure all chapter financial obligations to the house corporation are being met, including chapter house note and common area maintenance (CAM/parlor) fees. As necessary, work with the housing resource specialist (HRS) on any house note, housing or house corporation financial issues as they relate to chapter finance.
- Ensure the VP-F is not performing the duties of the chapter house corporation treasurer. If an issue is found, refer all house corporation treasury issues to the director of chapter housing.
- Chapter financial improprieties by the VP-F, any council member or CAB-F, such as mismanagement of funds, etc., should be reported to the CSC, HQ finance staff and NVP-F immediately upon detection.
- Work with HQ Finance as needed regarding specific chapter finance issues.
- Monitor and ensure timely filing of IRS chapter 990 tax returns.

**National Kappa Delta Responsibilities:**
- Facilitate all division team discussions concerning chapter finances. Ensure division teams are addressing chapter financial issues in a timely, appropriate and effective manner.
- Inform NVP-F of any chapter financial issues as appropriate and provide information and reporting as requested by the National Council.
- Submit reports as directed by the National Council
- Complete required chapter evaluation as directed and in a timely manner.
- Attend National Leadership Training Academy (NLTA) and National Convention in June/July of each odd year.
- Plan and participate in activities as requested by the NVP-F, including training at national and local gatherings.
- Travel at the request of the National Council to conduct National Visits of at least one visit per year and other travel opportunities as presented by the NVP-F and implement any disciplinary action with chapters and/or chapter members in instances of embezzlement, fraud, etc.
Chapter Advisory Board Specialists (CAB-S)

The chapter advisory board specialist (CAB-S) is a volunteer who supports the chapter advisory boards in an assigned division. She is responsible for the healthy operation and supervision of her CABs, working directly with the CAB-chairmen. She will report directly to the NVP-collegians and work closely with the division National Leadership Team volunteers.

Communication:
- Provide hands-on, direct contact with each assigned CAB providing guidance, training, answering questions and responding to phone calls and emails in a timely manner.
- Participate in the monthly division call with the NLT, updating them on pertinent CAB issues and participating actively in discussion.
- Communicate with leadership development consultants (LDCs) prior to and during a scheduled visit.
- Participate in CAB-S calls and webinars as scheduled.
- Create pertinent materials, including the KD Leader, as directed.
- Refer all policy and procedure questions, comments, or concerns to the appropriate National Headquarters staff member or NLT member.
- Participate in any campaigns for CAB outreach, recruitment, and retention efforts.
- Notify the division team of all CAB changes on monthly division conference calls.

CAB Responsibilities:
- Be in regular communication with all division CAB members, in accordance with the CAB-S communication guide.
- Schedule monthly calls with the identified at-risk CABs in the division.
- Actively recruit for open CAB positions, in partnership with local alumnae, the division team and the CAB.
- Complete annual reviews of CAB membership and make recommendations for rotation, recruitment and removal.
- Create and maintain positive and productive relationships with CAB members and advise them on mentoring skills, and Kappa Delta resources and training opportunities.
- Assist the chapter advisory board with any CAB membership questions and issues that arise.
- Coordinate efforts with the division’s National Leadership Team to support the CAB.
- Request visits by the appropriate deadline to support the training of CAB members as needed.

National Kappa Delta Responsibilities:
- Facilitate all division team discussions concerning CAB recruitment and operations. Ensure division teams are addressing CAB issues in a timely, appropriate and effective manner.
- Inform NVP-C of any CAB issues as appropriate and provide information and reporting as requested by the National Council.
- Submit reports as directed by the National Council.
- Complete required chapter evaluation as directed and in a timely manner.
- Attend National Leadership Training Academy (NLTA) and National Convention in June/July of each odd year.
- Plan and participate in activities as requested by the NVP-C, including training at national and local gatherings.
- Travel at the request of the National Council to conduct National Visits of at least one visit per year and other travel opportunities as presented by the NVP-M.
- Position requires an average of 10-20 hours a month
Chapter Membership Specialist (CMS)

The chapter membership specialist (CMS) is a volunteer assigned to each division who oversees recruitment, retention and sisterhood for the chapters in her assigned division. She is responsible for primary recruitment preparation and assistance including COB. She works directly with the chapter advisory board-membership (CAB-M) and vice president-membership (VP-M). She reports directly to the national vice president-membership (NVP-M) and works closely with the division National Leadership Team and chapter services coordinator. The CMS must have a thorough understanding of all Kappa Delta recruitment policies and procedures, as outlined in the VP-M Manual and the Member Handbook. The CMS must also have an understanding of Release Figure Methodology (RFM) and the National Panhellenic Conference Manual of Information (MOI).

Communication:
- Provide hands-on, direct contact with each assigned chapter and CAB-M providing guidance, answering questions and responding to phone calls and emails in a timely manner.
- Communicate with CAB-M as needed.
- Participate in the monthly division call with the division NLT updating them on pertinent recruitment, retention or sisterhood issues and participating actively in discussion.
- Communicate with leadership development consultants (LDCs) prior to and during a scheduled visit.
- Participate in CMS calls and webinars as scheduled.
- Create pertinent materials, including the KD Leader, as directed.
- Promptly respond to inquiries about potential new members who are released during recruitment.

Chapter Responsibilities:
- Correspond with CAB-M and VPs-M on a regular basis.
- Cultivate and provide resources for new ideas to stay competitive.
- Review all reports submitted by the chapter.
- Monitor chapter total via the Nautilus Network and ensure that the chapter is participating in Continuous Open Bidding (COB) as applicable to reach Panhellenic total.
- Work with the CB-M and the VP-M to develop strong recruitment, retention and sisterhood plans.
- Assist the CAB-M and VP-M with any questions or issues.
- Manage membership situations according to Kappa Delta’s policies and procedures.
- Be available via phone call during primary recruitment to discuss the chapter's recruitment performance.
- Grant permission to release legacies.
- Consult with the NVP-M should a chapter, CAB-M and you wish to vary from requested carry figures.
- Coordinate efforts with the division NLT to support the chapter.
- Request LDC visits by the deadline as needed to support the chapter.
- Develop stronger recruitment plans for chapters that are not top tier or have dropped in ranking.
- Monitor chapter retention and develop a plan to improve retention as needed.
- Be available via phone call during formal recruitment to discuss the chapter's recruitment performance and to give permission to release any legacies.
- Coordinate efforts with the division National Leadership Team to support the chapter.
- Assist the CAB-M with any questions or issues that arise.
- Handle situations according to Kappa Delta’s policies and procedures.
- Grant permission to release legacies.
- Request LDC visits by the appropriate deadline and as needed to support the chapter.
- Schedule and conduct National Visits at the direction of the National Council.
National Kappa Delta Responsibilities:

- Facilitate all division team discussions concerning chapter recruitment, retention or sisterhood. Ensure division teams are addressing chapter membership issues in a timely, appropriate and effective manner.
- Inform NVP-M of any chapter membership issues as appropriate and provide information and reporting as requested by the National Council.
- Submit reports as directed by the National Council.
- Complete required chapter evaluation as directed and in a timely manner.
- Attend National Leadership Training Academy (NLTA) and National Convention in June/July of each odd year.
- Plan and participate in activities as requested by the NVP-M, including training at national and local gatherings.
- Travel at the request of the National Council to conduct National Visits of at least one visit per year and other travel opportunities as presented by the NVP-M.
- Position requires an average of 12 hours a month during non-recruitment months and 28 hours a month during recruitment months.
Division Director (DD)

The Division Director (DD) is a C-NLT position responsible for supervising four to five assigned division teams and their respective chapters. This includes holistic operational oversight, chapter action-plan management, chapter crisis management, and division team management. The DD oversees the division teams’ activities, to include ensuring each chapter has a measurable action plan to manage toward key chapter objectives and routinely track chapter progress against them, adjusting plans as warranted. The DD works with the C-NLT and headquarters staff to support the needs of the division collegiate chapters, and consults with the National Council as needed. The DD facilitates collaboration among division team members to solve problems. She has decision-making authority on matters within policy guidelines and will require a high level of discernment, leadership and judgment. The DD will coordinate with the division Chapter Services Coordinator (CSC) on chapter operational issues, and partner with the Director of Chapter Services (DCS) as needed.

Communication and Primary Responsibilities include:

- Set and prepare agendas for and leads each division teams’ monthly conference calls.
- Lead the division teams, and partner with the chapter services team to respond to and resolve chapter issues and challenges, and escalate issues to the NVP-C, as needed.
- Work with the division teams to create an action plan for each chapter to monitor progress, to include chapters transitioning out of division 19 into the established-chapter divisions.
- Submit quarterly division reports to the NVP-C.
- Submit reports as directed by the National Council.
- Attend monthly Division Director team calls with the NVP-C.
- Communicate, in real time, often during business hours and at night, via email, phone calls, and conference calls.
- Provide support for special projects as directed by the NVP-C.
- Review and provide input on LDC scheduling for divisions.

Secondary Responsibilities:

- Travel to chapters as needed.
- Attend National Convention in June/July of each odd year.
- Plan and participate in activities as requested by the NVP-C, including training at national and local gatherings.
- Approximately 3-4 visits per year, including training National Visits.
- Position requires an average of 15 to 20 hours per month.
Housing Resource Specialists (HRS)

The housing resource specialist (HRS) is a volunteer who supports the house corporations and other housing volunteers for specific chapters or special housing projects as assigned. Her primary role with these volunteers is to serve as a resource and advisor in matters of house corporation operations, corporate governance practices, Kappa Delta policies and procedures, and maintaining positive house corporation/chapter relationships. She is responsible for communicating directly with local housing volunteers. It is important that she understands and is able to support the Kappa Delta chapter housing structure—a structure that is, by design, led by local volunteers, who ultimately make the day-to-day business decisions about Kappa Delta chapter facilities. She will report directly to the director of chapter housing and work closely with National Leadership Team volunteers and headquarters staff. The HRS must have a thorough understanding of all Kappa Delta policies and procedures, as outlined in officer manuals, the Member Handbook (MB) and Housing and House Corporation Manual.

Communication:
- Assist National Headquarters and other National Leadership Team members with chapter housing communications and house corporation training
- Communicate monthly with assigned house corporations and other housing volunteers
- Serve as a resource to answer questions and provide guidance to assigned house corporations and other housing volunteers
- Provide assistance to house corporations in meeting Kappa Delta and state/federal reporting requirements
- Alert the director of chapter housing to any local housing issues that need the attention of headquarters staff, the chapter housing committee or National Council

House Corporation/Housing Volunteer Responsibilities:
- Establish rapport and build a working relationship with assigned housing volunteers
- Advise local housing volunteers on Kappa Delta chapter housing policies and procedures
- Communicate electronically with assigned housing volunteers at least monthly
- Hold calls, as needed, with house corporations
- Serve as a resource to local housing volunteers in such a way that they are empowered to resolve problems and issues for themselves at the local level
- Assist house corporations in recruiting new members and work with Kappa Delta chapter housing to send volunteer recruitment emails
- Assist house corporations with communication, written materials or official visits to clarify local housing volunteer responsibilities and duties
- Encourage local housing volunteers to attend training provided by National Kappa Delta

National Kappa Delta Responsibilities:
- Facilitate all division team discussions concerning housing. Ensure division teams are addressing housing issues in a timely, appropriate and effective manner.
- Inform NVP-F of any housing issues as appropriate and provide information and reporting as requested by the National Council.
- Submit reports as directed by the National Council.
- Complete required chapter evaluation as directed and in a timely manner.
- Attend National Leadership Training Academy (NLTA) and National Convention in June/July of each odd year.
- Plan and participate in activities as requested by the NVP-F, including training at national and local gatherings.
- Position requires an average of 5-10 hours a month
University Case Manager

The University Case Management Director position is designed to support the NVP, NVPM, NVPC, NVPF, NPCD and Director of Chapter Services in developing processes for managing chapter university proceedings; developing a team of volunteers and staff who can support investigations and member reviews; and providing guidance on a case-by-case basis.

Primary Responsibilities:
- Review and refine existing processes and supporting documents
- Strategize and coordinate prompt and thorough investigations
- Track cases to ensure compliance with timelines, and identify and analyze collected documentation, data and other evidence
- Train team of KD volunteers and staff to conduct investigations and member reviews
- Develop plan for either her or others to follow for different scenarios (such as university probation, university investigations, member reviews)
- Interface with university or provide guidance on interface with university, in coordination with NPCD
- Coordinate all complaints to monitor outcomes, identify patterns, and assess effects on the campus climate

Secondary Responsibilities:
- Periodic phone calls with NVP, NVPM, NPVC, NVPF and NPCD
- Travel to member reviews and investigations 2-3 times a year (NOTE: It is not anticipated that this Director will travel to each investigation or member review; she will also develop a team that she can coach)
- Develop and implement training programs based on national best practices addressing student intervention, student conduct, and conflict resolution and reduction techniques
- UCM reports to NVP for position development and direction as part of the crisis/risk management priority, chaired by NVP. Eventually, once the position is established UCM will report to NVPC.