

DELTA SIGMA THETA SORORITY, INC.
A Service Sorority

An Equal Opportunity Employer

VACANCY ANNOUNCEMENT

TITLE: Specialist, Communications and Member Relations

DEPARTMENT: Membership

WORKSITE: 1707 New Hampshire Ave., N.W.
Washington, DC 20009

TOUR OF DUTY: Full-time, 40 hours per week

SALARY: Commensurate with experience

OPENING DATE: September 27, 2017

CLOSING DATE: October 31, 2017

NO. OF VACANCIES: One (1)

FLSA CLASSIFICATION: Exempt

REPORTS TO: Director, Membership

POSITION PURPOSE AND SUMMARY

The Specialist, Communications and Member Relations is responsible for the creation of many key communications to the Sorority's membership and providing high-level, varied administrative support to the Director and Coordinator of the Membership Department. The incumbent of this position will draft communications, perform administrative work of a complex nature, including desktop publishing. When necessary, the Specialist, Communications and Member Relations will additionally provide technical support to the Internal Policies and Procedures area. Duties are performed under moderate supervision following established procedures and deadlines. The Specialist, Communications and Member Relations must also use superior customer service practices and it is imperative they preserve the confidentiality of sorority and member information. The incumbent reports directly to the Director, Membership and is expected to perform other duties as assigned by the Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provides computer/desktop publishing assistance within the department. Development of graphics is required for program covers, Powerpoint presentations and similar materials.
2. Ability to write appropriate membership communications with varying levels of provided information.
3. Performs extensive typing and sometimes editing of assignments that include, but are not limited to, workbooks, programs, booklets, proposals, articles for publications, and reports. Other typing will include general correspondence that require using templates and established formats.
4. Responds to requests for both generic and specific membership information, such as members' requests for specific chapters in a particular area.
5. Responsible for coordinating the mailing of regional correspondence as well as materials to members of the Scholarship and Standards Committee.
6. Coordinates the bi-annual mailing to colleges and universities which includes updated information regarding the Constitution and Bylaws, the Membership Intake Program, the Code of Conduct, and policy statements, such as the one pertaining to drug use and alcohol abuse.
7. Provides technical support internally for the Director, Membership in preparation for Regional Conferences and National Convention as follows: Memorial Observance; Advisors' Training Workshop; Membership Intake Trainers' Workshop; chapters requesting excused absence; ceremonial booklets and others.
8. Provides liaison support to one or more national committees or task forces and provides administrative support for meetings and regional/national events.
9. Prepares reports and other materials for national committee meetings such as minutes, notices, manuals and agendas.
10. Assists in the processing of special scholarships and financial aid and Chapter Seed Grants (Special Scholarships, Financial Aid, and Chapter Seed Grants).
11. Up to 25% planned travel may be required.
12. Performs other duties as assigned by department Director.

Position Description

Specialist, Communications and Member Relations

REQUIRED QUALIFICATIONS

1. Competency in Microsoft Office – Word, Access, Excel, Publisher and Power Point
2. Bachelors' Degree or equivalent years of experience.
3. Membership in Delta Sigma Theta is required for selected positions. The Specialist, Communications and Member Relations is one of the positions.
4. Ability to maintain strict confidentiality.
5. Excellent written communication skills and ability to communicate and work effectively with team members, co-workers, and members of the organization at all levels.
6. Must have three years of successful work experience in a customer service-related professional environment.
7. Experience in using office machines including, but not limited to, scanners, copiers and fax machines.
8. Ability to create or design graphics for booklets, flyers etc.
9. Ability to quickly acquire and use knowledge of departmental program structure (mission, goals and objectives) and department policies and procedures and the internal operations of the organization.
10. Ability to research and organize data.
11. Ability to excel in a fast-paced team environment handling multiple interruptions and adjustments to priorities.
12. Superior customer service.
13. Ability to respond calmly and quickly to issues of a complex or emergency nature.
14. Ability to follow instructions, pay close attention to detail and work under moderate supervision.
15. Must be able to sit/remain in a stationary position 50% of the time.
16. Must be able to move about in an office environment to access file cabinets and office machines.

This position is located at the National Headquarters of Delta Sigma Theta Sorority, Inc., 1707 New Hampshire Avenue, N.W. Washington, DC

Before applying, please visit our website at deltasigmatheta.org to familiarize yourself with who we are and our mission.

To apply for this position, submit a current resume that reflects that you possess the required qualifications as described in this vacancy announcement, along with a cover letter that states specifically your salary requirements. Also, please indicate the title of the position.

Submissions that do not include all of the requested information will not be considered.

**Mail to: Delta Sigma Theta Sorority, Inc.
1707 New Hampshire Avenue, N.W.
Washington, DC 20009
Attn: HR Manager
Or email to: hrmanager@deltasigmatheta.org**