



# DELTA SIGMA THETA SORORITY, INCORPORATED

*A Service Sorority Founded in 1913*

1707 New Hampshire Avenue N.W., Washington, DC 20009 | (202) 986-2400 | Telefax (202) 986-2513

## VACANCY ANNOUNCEMENT

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**TITLE:** Coordinator, Customer Support  
Service Center

**CLOSING DATE:** Open Until Filled

**DEPARTMENT:** Customer Support Service  
Center

**FLSA CLASSIFICATION:** Exempt

**WORKSITE:** 1707 New Hampshire Ave., NW  
Washington, DC 20009

**TOUR OF DUTY:** Full-Time, 40-Hour Week

**OPENING DATE:** January 13, 2020

**SALARY:** Commensurate with Experience Plus  
Benefits

**REPORTS TO:** Director, Customer Support Service Center

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### POSITION PURPOSE AND SUMMARY

The Coordinator of the Customer Support Service Center serves as the primary liaison to two (2) national committees: Protocol & Traditions and Ritual & Ceremonies. As the liaison, the Coordinator will be responsible for the management of ceremonial processes, properties, protocols and tradition. She will also ensure prompt and accurate responses to inquiries about the Sorority's ritual, ceremonies, protocol and traditions. The Coordinator will also assist chapters and members with sensitive/important inquiries. The Coordinator supports the identification and development of all process and performance improvements and efficiencies for chapter, regional, and national ceremonies.

### DUTIES AND RESPONSIBILITIES

- Provides leadership and technical assistance in maintaining the Sorority's rituals, protocols and traditions;
- Ensures that ceremonial traditions and protocol are observed on the local, regional, and national level;
- Provides leadership and technical assistance in the objective of the processions and dais seating during national, regional, and local events;
- Ensures ceremonial regalia (robes/stoles) are maintained in peak condition by inspecting and replacing regalia on a regular basis;
- Oversees systems that efficiently respond to Member requests and inquiries of high importance, such as, membership verification for Omega Omega ceremonies, etc., for all levels of membership;
- Oversees systems that efficiently respond to requests for ceremonial regalia at the local, regional and national level;

- Develop system for local, regional and national requests for ceremonial regalia during the Sorority's Founders Day ceremonial period (January-March);
- Work with the national Protocol & Traditions Committee to maintain and update the Protocol & Traditions manual as necessary;
- Work with the national Ritual & Ceremonies Commission to maintain and update the Ritual as necessary and as approved by Grand Chapter;
- Identify new tools, technologies and techniques to better assist chapters with respect and recognition of Delta dignitaries;
- Keep Delta's Leadership aware of misuse and abuse of the Sorority's rituals, ceremonies, protocols and traditions;
- Serves as staff liaison to the National Ritual & Ceremonies Commission and the National Protocol & Traditions Committee.
- Serves as the onsite staff liaison for the management of ceremonial regalia and properties and ceremonial set-up during the Sorority's National Conventions and Regional Conferences;
- Serves as the onsite staff liaison for the proper placement of Delta officials in processions and dais seating during the Sorority's National Conventions, Regional Conferences and other national and regional events as requested; and
- Assumes other duties at National Conventions and Regional Conferences as assigned.
- Travels when required.

#### **MINIMUM QUALIFICATIONS, KNOWLEDGE, ABILITIES, AND SKILLS**

- Membership in Delta Sigma Theta Sorority, Incorporated;
- Bachelor's degree in Business Administration, Liberal Arts or related field;
- Five (5) years of experience in a customer service environment;
- Two (2) years of supervisory/management experience with evidence of well-developed management skills;
- Excellent verbal and written communication skills;
- Strong research skills which include gathering and evaluating information;
- Strong analytical, planning, organizational, and time management skills.
- Demonstrated initiative and ability to work under time-sensitive schedules;
- Ability to multi-task, meet aggressive deadlines, and execute tasks in a fast-paced environment;
- Ability to work independently and as a team player;
- Demonstrated ability to effectively communicate with Delta dignitaries, members and chapters; and
- Member of Delta Sigma Theta Sorority, Inc., with knowledge of the Sorority's Ritual & Ceremonies and Protocol & Traditions.

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*Prime candidate has held a committee or leadership role at the regional or local chapter level.*

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 specifically states your salary requirements and title of the desired position.

**Email – [hrmanager@deltasigmatheta.org](mailto:hrmanager@deltasigmatheta.org)**