



# 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

**SALARY:** Commensurate with Experience Plus Benefits

**OPENING DATE:** February 1, 2021

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

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### POSITION PURPOSE AND SUMMARY

The Customer Service Coordinator reports to the Director of the Customer Support Service Center (CSSC). She serves as the primary liaison to two (2) national committees: Protocol & Traditions and Ritual & Ceremonies. The Coordinator will carry out a variety of duties as they relate to providing customer service to chapters, members, and the public. As the liaison, the Coordinator will be responsible for the management of ceremonial regalia and properties. The Coordinator provides technical assistance for the identification and development of all processes, performance improvements and efficiencies for chapter, regional, and national ceremonies. The Coordinator also provides assistance to chapters and members by responding to numerous routine, confidential and non-confidential inquiries, frequently using internal database resources.

### DUTIES AND RESPONSIBILITIES

- Under the direction of the Director of Customer Service, coordinates the completion of specific tasks and responsibilities of the Customer Support Service Center team to ensure proper planning, adherence to deadlines and implementation of efficient service to chapters and members;
- Ensures ceremonial regalia are maintained in peak condition by inspecting and replacing on a regular basis;
- Develop and maintain system for local, regional and national requests for ceremonial regalia during the Sorority's Founders Day season (January-March);
- Provides customer service support to efficiently respond to member verification requests for Omega Omega services;
- Provides administrative and technical support for all protocol-related activities during national and regional events;
- Provides technical support to the National Protocol and Traditions Committee to maintain and update the Protocol & Traditions manual, as necessary;

- Provides technical support to the National Ritual & Ceremonies Commission to maintain and update the Ritual, as necessary and as approved by Grand Chapter;
- Maintain awareness of misuse and abuse of the Sorority's Ritual, ceremonies, protocol and traditions;
- Serves as the onsite staff liaison for the management of ceremonial regalia and properties and ceremonial set-up during the Sorority's National Conventions, Regional Conferences and other national and regional events as requested;
- Serves as the onsite staff liaison to assist with processions and dais seating during the Sorority's National Conventions, Regional Conferences and other national and regional events as requested;
- Assists in coordinating the duties of the Customer Support Service Center in preparation for National Conventions and Regional Conferences;
- Assumes other duties at National Conventions and Regional Conferences as assigned;
- Serves as staff liaison to the National Ritual and Ceremonies Commission and the National Protocol and Traditions Committee, to provide technical support with all workshops and training; preparation/attendance at meetings, national convention and regional conferences; and other special projects assigned by the committees;
- Supervises the Customer Service Representative and Customer Service Specialist;
- Responds directly to telephone and email inquiries submitted to the Customer Support Service Center;
- Performs other duties as assigned by the Director, Customer Support Service Center; and
- Travels when required.

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

- Membership in Delta Sigma Theta Sorority, Incorporated;
- Knowledge of the Sorority's Ritual, Ceremonies, Protocol & Traditions;
- Bachelor's degree in Business Administration, Liberal Arts or related field;
- Three (3) 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 multi-task, meet aggressive deadlines, and execute tasks in a fast-paced environment;
- Ability to work independently and as a team player;
- Ability to pack and lift boxes up to 25lbs;
- Ability to effectively communicate with Delta dignitaries, National Board of Directors, members, chapters and the public; and
- Has held a committee or leadership role at the regional or local chapter level (preferred, but not required).

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To apply, 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.

Applications should be emailed to [hrmanager@deltasigmatheta.org](mailto:hrmanager@deltasigmatheta.org).