

Zeta Beta Tau

A Brotherhood of Kappa Nu, Phi Alpha, Phi Epsilon Pi, Phi Sigma Delta, Zeta Beta Tau

Member Services Manager

POSITION SUMMARY

Full time exempt employee.

Oversee the membership database and reports to and assists the Chief Financial & HR Officer with various accounting duties as assigned.

POSITION RESPONSIBILITIES

Accounting Duties

- Processes all invoices, credits, and sends out monthly statements from the accounting department.
- Update officer contact information in accounting system.
- Assists with annual external audit.
- Is responsible for completing monthly audit file and ensuring accuracy of it.
- Reconciles membership revenues.
- Other accounting/admin duties as assigned.

Membership Duties

Coordinate all aspects of member services including, but not limited to:

- Manages Database.
- Handle all inquiries and processing relating to expulsions.
- Update officer changes as reported.
- Updates the database with notices of address changes deaths, and other changes.
- Coordinate the distribution and collection of the Semi-Annual Brotherhood Review vote materials.
- Provide chapter desktop access to non-member advisors.
- Manage the database and ongoing staff training to ensure we maximize its capabilities.
- Serve as the staff liaison to database for any updates as necessary.
- Work closely with database staff to ensure the Fraternity is maximizing the potential of its services.
- Handle all individual member inquiries and connects them with the appropriate staff member/area for their request.
- Work with chapter leaders on matters pertaining to member retention and ensuring that chapters understand the services and programs offered by the Fraternity.
- Provide historical membership trends and data to various staff as needed.
- Coordinate the preparing and shipping of materials for new initiates.
- Assists with annual convention registration and other tasks in the area as assigned.
- Other duties as assigned.

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SKILLS, ABILITIES & QUALIFICATIONS

Education:

Bachelor's degree in accounting or finance an asset, but not required.

Experience:

Minimum of two years' experience in database management and accounting preferred.

Computer Skills:

Experience with database management, knowledge of QuickBooks helpful. Strong understanding of all Microsoft products and strong IT skills an asset.

Other Requirements:

Experience working with Greek non-profit corporation beneficial. Detail-oriented, and proactive with strong project management skills, and ability to meet deadlines while working on multiple projects at once. Ability to work independently and as part of a team. Must have the ability to travel occasionally to programs and events. Must live in Indianapolis area.

PHYSICAL DEMANDS

Packaging and processing of material for shipment. Some boxes may weigh in excess of 60 lbs.

ABOUT ZETA BETA TAU

Zeta Beta Tau Fraternity was founded in 1898 in New York City and is the world's oldest and largest Jewish fraternity. The Fraternity maintains its status in the Jewish community while welcoming membership to all men of good character. ZBT was the first fraternity to abolish pledge practices and promotes continuous education and equal accountability for all brothers as part of its Brotherhood for a Lifetime slogan.

Please submit cover letter and resume to Shelley Laflin at slaflin@zbtnational.org no later than **May 31st, 2021**.