

Zeta Beta Tau

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

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| Position Title: | Membership Services Manager |
| Reports to: | Executive Coordinator |
| Salary Range: | \$48,000-\$55,000. Commensurate with experience and education. |
| FLSA Status: | Full-time. Non-exempt. |
| Location: | Headquarters based in Carmel, IN. This is an office-based position. Travel is a required part of this job. |

About Zeta Beta Tau Fraternity

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 all men of good character as brothers. ZBT was the first fraternity to abolish pledge practices and promote continuous education and equal accountability for all brothers as part of its Brotherhood for a Lifetime.

Position Overview

The Membership Services Manager position is responsible for managing ZBT's membership database; creating and managing all active reports; ensuring accurate and timely shipments of all membership credentials and welcome packets; and ensuring rosters, member statuses, and positions are up to date in the database. This position is a pivotal team player and must be able to work well with undergraduate brothers and Chapter leaders, international volunteers, campus staff members, and other staff members. This position is also responsible for filling in for the Executive Coordinator when needed.

Position Responsibilities

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

- Understand ZBT membership policies and procedures laid out in the ZBT International Constitution and Code; dictated by the Supreme Council (Board of Directors) and Discipline Board; and interpreted by senior Headquarters leadership.
- Manages the Fraternity's selected database (which is currently Salesforce) and related software services including but not limited to Titan Forms, Linvio Events, greekbill, Classy and all add-ons and APIs.
- Handles all inquiries and processing related to membership status changes such as initiation, disaffiliations, and expulsions.

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- Manage Chapter roster changes. This includes developing relationships with Chapter leaders and advisors to work with them to update and make proper changes to their rosters frequently.
- Updates officer role changes as reported.
- Updates the database with notices of address changes, occupational information, deaths, and other changes.
- Manage the database and ongoing staff training to ensure capacity is maximized.
 - This includes working to digitize and automate various processes that currently require employee management.
 - All new staff members should be trained on how to create and run reports, update directory information, and view all pertinent information.
- Serve as the staff liaison to database company for any updates as necessary.
- Handle all individual member inquiries and connect them with the appropriate staff members.
- 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 from the database.
- Coordinate the packing, preparation and shipping of welcome materials for all new members.
- Assists with event registration and other tasks in the area as assigned. Occasional travel may be required.
- Serve as back-up to the Executive Coordinator, which could include answering phone calls, managing meeting schedules, and completing various office duties and tasks.
- Other duties and opportunities as assigned.

Qualifications

Education:

- Bachelor's degree from an accredited institution degree.
- Master's degree preferred.

Relevant Experience:

- Two to four years of professional experience is required.
- Preference will be given to candidates who have professional experience within the fraternity/sorority industry.
- Database management (particularly Salesforce).
- Utilizing Salesforce add-ons (Titan Form, Linvio Events, greekbill, ChapterSpot, etc.).

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- Data entry and processing.
- Process and credential management.

Other Requirements:

- Membership in Zeta Beta Tau Fraternity is preferred but not required.
- Must have an appreciation for the Jewish community and an intolerance for hate.
- Be detail-oriented, and proactive with strong project management skills.
- Can meet deadlines while working on multiple projects at once.
- Can work independently and as part of a team.
- Customer service experience.

The selected candidate will have the opportunity to:

- Work with a fun, inspirational, experienced, dedicated and forward-thinking team of professionals.
- Receive a benefits package which includes medical, dental, and vision insurance, matching 401(k) opportunity, generous time off, a commitment to your personal and professional development and the chance to travel and a work environment that values our people.
- Play a pivotal role in the cultivation and pursuance of the Brotherhood for a Lifetime experience.
- Interact with volunteers who are among the best staff support network in the industry.

If interested, please submit a resume and cover letter to Chief Finance and Human Resources Officer, Shelley Laflin, slaflin@zbtnational.org