



# ALPHA DELTA PHI FRATERNITY

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## CHAPTER SUCCESS COACH (CSC) POSITION DESCRIPTION

The Chapter Success Coach (CSC) serves as a front-line representative of the Alpha Delta Phi Fraternity and plays a vital role in supporting undergraduate chapters across the United States and Canada. CSCs work directly with student leaders to strengthen chapter operations, promote organizational growth, and foster a positive fraternity experience rooted in leadership, accountability, and brotherhood.

This is a highly travel-focused position designed for recent graduates and emerging professionals seeking hands-on experience in leadership development, organizational operations, consulting, and higher education. Consultants gain valuable professional experience while building strong relationships with undergraduate members, alumni volunteers, and university partners.

Title	Chapter Success Coach (CSC)
Type	Full Time - Salary
Reports To	Executive Director
Supervises	N/A
Compensation	\$43,000 - \$50,000 (based on qualifications)
Location	Remote + quarterly work weeks held in Minneapolis, MN
Minimum Qualifications	<ul style="list-style-type: none"><li>• Bachelor's degree</li><li>• Initiated member of the Alpha Delta Phi Fraternity</li><li>• Outstanding interpersonal and communication skills (written and verbal)</li><li>• Positive attitude and a strong sense of teamwork</li><li>• Project management and people management experience</li><li>• Valid driver's license, clean driving record, and vehicle with valid insurance</li><li>• Valid passport (U.S. applicants must be able to obtain entry into Canada)</li></ul>
Preferred Qualifications	<ul style="list-style-type: none"><li>• Experience with public speaking and speaking to people of authority</li><li>• 2-3 years of related work experience</li><li>• Executive leadership experience within the applicant's chapter</li><li>• Independent travel experience</li><li>• Familiarity working in remote settings</li></ul>
Time Allocation	75% - Travel / On-Site Chapter Development & Growth Support 20% - Conference Support & Educational Program Facilitation 5% - Office Support & Administrative Work

## COMPETANCIES

Relationship Building & Engagement	Develops and maintains productive relationships with undergraduate members, alumni volunteers, university professionals, and organizational staff. Builds trust quickly and effectively navigates diverse personalities and perspectives.
Coaching & Leadership Development	Guides undergraduate leaders in developing leadership skills, accountability, and effective chapter management practices. Uses coaching techniques to foster growth and ownership rather than providing solutions alone.
Facilitation & Presentation	Knowledgeable & skilled in delivering content to and facilitation both large and small group programs to undergraduate, alumni, and campus professionals.
Problem Solving & Critical Thinking	Assesses chapter challenges, identifies root causes, and recommends practical solutions. Balances organizational expectations with local chapter realities.
Organizational Growth & Strategic Support	Assists chapters in achieving goals related to recruitment, retention, officer effectiveness, and overall chapter health. Supports initiatives that advance the fraternity's strategic priorities.
Demonstrate Initiative	Ensures execution of work tasks needed to complete organizational goals with minimal oversight.
Use Sound Decision Making & Judgement	Effectively and critically examines issues and problems and makes judgements in line with organizational values and established practices.
Change Management	Anticipates and plans for rapidly changing environment; adapts quickly to change.
Accountability & Results Orientation	Maintains high standards of professionalism and follows through on commitments. Helps chapters establish expectations and achieve desired outcomes.
Project & Time Management	Effectively manages multiple chapter relationships, travel schedules, administrative responsibilities, and organizational initiatives. Often in remote environments.
Cultural Competence & Inclusion	Fosters an environment where members from diverse backgrounds feel respected, valued, and engaged. Demonstrates respect for differing perspectives.

# RESPONSIBILITIES

## 1. Conduct On-Site Chapter Visits

- Travel extensively to undergraduate chapters throughout the United States and Canada to assess chapter operations, provide support, and strengthen member engagement.

## 2. Coach Undergraduate Leaders

- Work directly with chapter officers and emerging leaders to improve leadership effectiveness, accountability, and organizational performance.

## 3. Facilitate Leadership Development Programs

- Deliver educational workshops, officer training sessions, and leadership development programs focused on chapter success and member growth.

## 4. Support Chapter Operations

- Assist chapters with strategic planning, officer transitions, goal setting, budgeting, recruitment planning, and overall operational effectiveness.

## 5. Monitor Chapter Health & Performance

- Evaluate chapter progress against organizational benchmarks and identify opportunities for improvement in recruitment, retention, academic achievement, and member engagement.

## 6. Develop Action Plans

- Collaborate with chapter leaders to create measurable action plans that address challenges and advance chapter goals.

## 7. Build Relationships with Stakeholders

- Cultivate productive relationships with undergraduate members, alumni volunteers, university administrators, and fraternity staff.

## 8. Provide Membership Growth Support

- Coach chapters on recruitment strategies, member retention efforts, and new member education practices that support sustainable chapter growth.

## 9. Prepare and Maintain Reports

- Document chapter visits, recommendations, progress updates, and organizational trends through timely and accurate reporting.

## 10. Serve as a Fraternity Ambassador

- Represent Alpha Delta Phi professionally at campus events, conferences, alumni gatherings, and other fraternity functions.

## 11. Support Risk Management and Accountability Initiatives

- Educate chapter leaders on organizational policies, standards, and best practices while promoting a safe and positive member experience.

## 12. Identify and Escalate Concerns

- Recognize emerging chapter challenges and communicate critical issues to appropriate staff and volunteer leaders when necessary.

### **13. Collaborate with Staff and Volunteers**

- Work closely with headquarters staff, alumni advisors, and volunteer leaders to coordinate chapter support efforts and organizational initiatives.

### **14. Contribute to Organizational Projects**

- Assist with leadership conferences, training programs, recruitment initiatives, chapter assessments, and other special projects as assigned.

### **15. Manage Travel and Administrative Responsibilities**

- Maintain a demanding travel schedule, submit expense reports, complete administrative tasks, and effectively manage multiple chapter relationships simultaneously.

## **BENEFITS**

- Health, Dental, and Vision insurance plans
- 401K plan available with employer match
- 14 days, paid vacation/personal time (PTO) + holidays
- 2-4 career development conferences per year
- Alumni contacts and networking
- Collegial work environment
- Extensive travel experience
  - Business travel expenses paid
  - Mileage reimbursement at IRS rate (when driving)
  - Daily meal stipends (when traveling)
  - Keep your airline/hotel loyalty points!

## **HOW TO APPLY**

Interested persons should submit a cover letter, resume and two (2) professional reference in one email to: [office@alphadeltaphi.org](mailto:office@alphadeltaphi.org).