

Assistant Director of Properties Job Description

Why the Assistant Director of Properties at AOII?

As the Assistant Director of Properties (ADP) with AOII, you will be a key member of the Properties team. This is achieved through providing a customer-centric focus to colleagues, assigned networks, volunteers and chapter leadership ensuring all administrative and operational needs are being met. The primary focuses for an ADP is to be the main point of contact for all assigned collegiate chapters regarding chapter corporations as well as overseeing the advancement of their functionality and success. The ADP at AOII will interact frequently with the AOII Properties team and AOII stakeholders.

The Assistant Director of Properties is consistently upholding the object of the Fraternity while operating simultaneously with our Culture Principles:

- Accountability & Ownership
- Collaboration
- Engagement
- Innovation
- Open & Honest Communication

Reports to:

- Director of Properties Operations

Direct Supervisor responsibilities to:

- House Directors within assigned networks

Essential Duties or Functions:

- Deliver above and beyond customer service through phone, email and interpersonal interactions
- Provide timely support to collegiate and alumnae members via phone and email
- Advocate for collegiate members, chapters and chapter corporations within AOII Properties
- Prioritize customer problems when necessary
- Develop ways we can optimize the customer experience
- Maintain a strong relationship with multiple cross functional teams ensure all staff and volunteer members working on a project understand AOII Properties strategic goals
- Develop relationships with key stakeholders: Corporation Relations Adviser, Property Manager, Vice President of Finances, Financial Adviser, House Director, Collegiate Finance Work Group members and others as needed
- Implement and maintain operational processes and reporting to ensure adequate communication of key stakeholders
- Manage the entire member contract process as it relates to Housing & Development Fee Agreements
- Create and manage individual Corporation budgets for each chapter you partner with
- Review special status fee reductions and member accounts
- Partner with Assistant Director of Properties – Facility Enhancement as the liaison for local leadership for the planning of groundbreaking and house dedications
- Assist the Director of AOII Properties in organizing and participating as needed at training sessions at Leadership Institute, Convention, Leadership Academy and House Director Training
- Work with Headquarters Staff on the overall health of chapters including but not limited to working with the Collegiate Experience Department and Network Volunteers
- Work in conjunction with the accounting team on fee levels and corporation budgeting
- Perform payroll duties for individual corporations
- Serve as a direct supervisor of House Directors in your networks including annual reviews, monthly meetings, hiring and firing processes and answering any day-to-day operational questions

**Travel has been reduced due to COVID-19, may increase once it is safe again for travel.*

AOII is a proud equal opportunity employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by applicable law. Reasonable accommodations are available.

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Inspire Ambition

- Review and approve requested purchases for chapters from corporation funds
- Collaborate and partner with Assistant Director of Property Management on contracts, budgets, vendor issues, House Director relationship management, and life safety concerns

Assistant Director of Properties must be able to demonstrate:

- Active listening and problem-solving skills
- Strong interpersonal skills, including the ability to easily engage others in positive dialogue one-on-one or in a group setting, and at many different levels
- High-level of emotional intelligence
- Proven ability to think and act independently and the ability to work individually or as a member of a team
- Skilled at prioritizing duties, working under time constraints, handling multiple tasks, and working independently while remaining flexible to changing priorities and assignments
- Customer-centric focus, by providing efficient and courteous services to all AOII stakeholders as well as internal partners
- Ability to manage entire member contracting process as it pertains to Housing & Development Fee Agreements
- Ability to present market research analysis on overall health and recommendation on fees

Qualifications

- Bachelor's degree required
- Ability to effectively read, write, and speak the English language
- Physical mobility and dexterity to transport file and operate general office equipment (telephone, fax, copier, computer, etc.)
- Experience in the Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook)
- *Two years of relevant experience preferred*

Working Conditions

- Office setting based in Brentwood, TN, remote work capable
- Must be willing and able to travel* *possibility of international travel; must have or able to obtain passport*
- Must be willing to work evening and weekend functions as necessary
- Prolonged periods of sitting at a desk working on the computer
- Must be able to lift up-to 15 pounds at times

Other Duties

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

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