

CHAPTER STAFF EXPERIENCE DIRECTOR POSITION DESCRIPTION

Chapter Staff Experience Director Mission:

The Chapter staff Experience Director (CSED), recognizes the critical role that chapter staff leadership plays in advancing chapters, region and ultimately EO. The Chapter Staff Experience Director supports Goal 4 in EO's 4.0 Strategic Plan to Build a High Performing Organization. More specifically, it directly aligns with the priority to build EO values through member leader & staff lifecycles. The CSED will advise the Regional Council on how best to design and invest in programs that enhance chapter operations. This crucial voice will ensure all regional decisions are filtered through the institutional knowledge and operational expertise afforded by chapter staff.

The CSED will also serve as a trusted supporter and representative of the Regional Council back to the chapter staff. Having "one of their own" in the room will aid in demystifying regional decision-making process and leadership structure and cultivating a groundswell of support from the bottom up.

While the CSED position is intended to speak with one voice, the CSED will also recognize that each chapter staff faces challenges unique to their own chapter and will contribute to the Regional Council discussion from the point of view of the betterment of a chapter staff position generally.

Qualifications:

- Be a chapter staff or W-9 contractor at a chapter in the US East for a minimum of 2 years
- Service and time commitments approved by home chapter president and president-elect
- Forum-trained or become forum-trained before position starts
- Alignment with EO goals, mission, vision and values
- Demonstrate a natural curiosity for continual improvement in chapter operations
- Preferred competencies
 - Passion for EO chapter excellence
 - Interest in large scale strategy-setting
 - Drive to develop communication and public speaking skills
 - Ability to represent multiple diverse groups
 - Creative problem-solving

Expectations and Responsibilities:

- Serve as a non-voting member of the Regional Council, under the direction of the Regional Director
- Provide feedback on programs and initiatives through the lens of impact on chapter operations
- Suggest deployment of resources and aid to chapters as issues arise throughout the year
- Help vet regional communication and cadence to ensure it meets considerations for chapter staff
- Serve as a positive and trusted representative of the Regional Council to fellow chapter staff colleagues
- Maintain confidentiality on all matters discussed as part of the Regional Council

Term and time commitment:

- The term is one fiscal year (July to June, 2021). The incumbent may reapply for a second term, but it is not guaranteed.
- Conference calls 2-3 times a month, including monthly regional council and chapter staff calls
- Individual communication with EO professional staff on a regular basis
- Required annual travel (costs covered by region):
 - Nerve (including regional meetings and Nerve ticket)
 - Winter Regional Council Meeting
 - Spring Presidents' Meeting and Chapter Staff Meeting

Applying and accepting a PoL role may require that you choose between the PoL role and being an EO trainer or facilitator. **Per EO's Conflict of Interest Policy, Tier 2 member leaders will be reviewed on a case-by-case basis to determine potential conflict of interests under the policy.** For questions, please contact pol@eonetnetwork.org

