



JOB TITLE:	Chapter Manager
EFFECTIVE DATE:	December 1, 2023
FLSA CLASSIFICATION:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt / <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT / <input type="checkbox"/> Salary <input checked="" type="checkbox"/> Hourly
REPORTS TO:	Executive Director
DEPARTMENT:	Chapter Management & Education (CME)

SUMMARY:

The ACTS Apostolate encompasses ACTS Missions (ACTSM), ACTS Missions Chapters, and ACTS Cores. The apostolate partners with Catholic parishes in building vibrant, active communities through ACTS Retreats and ongoing parish support. The Chapter Manager is responsible for managing a set of assigned *ACTSM Chapters*. Establish point of contact with *Chapter* Directors and maintain transparent and ongoing communication. Implement *Chapter* assessment strategies to identify performance and training needs. Track and report performance metrics outlined by the Director of Chapter Management. Keep missioning and operating documents current and accessible to *Chapters*. Maintain *Chapter* sharing site with related resources.

Responsibilities:

- Manage and support assigned *Chapters* for all *Chapter*-related activity
- Implement *Chapter* assessment strategies to identify performance and training needs
- Collaborate with assigned *Chapters* to develop long-range plans that address performance needs based on the *ACTSM Chapter Operations Manual* and the Board-approved strategic plan
- Support Chapter Installations conducted by the CME Department
- Oversee Core Installations conducted by assigned *Chapters*
- Establish a regular meeting schedule with *Chapter* Officers to provide guidance on implementing the *Chapter Operations Manual*
- Coordinate the annual Chapter Gathering with CME Department
- Actively participate in quarterly Chapter Webinars
- Track and report requests and retreats throughout the missioning process
- Process packets of information such as Parish and Intellectual Property Agreements as requested by assigned *Chapters*
- Conduct all data entry on Chapter Management database
- Communicate with Chapter members, Cores and volunteers for support of missioning process and retreat support
- Provide training support by assisting trainers during ACTS Retreat training, Core and Teens ACTS training
- Responsible for adhering to department budget
- All other duties the Supervisor may deem a necessary job responsibility, e.g. short-term special projects

**Required Minimum Qualifications:**

- Demonstrated experience working as a Servant Leader
- Experience as an ACTS Retreatant and Team Member; additional experience serving as an ACTS Director, parish Core member, and/or a member of an ACTS Chapter
- Expert facility with technology including, but not limited to Office 365, virtual communication (phone, online video conferencing, email), desktop/laptop familiarity
- Must possess excellent organizational skills; strong attention to detail; ability and flexibility to handle new tasks and shifting deadlines; and effective multi-tasking abilities
- Must have excellent editing, proofreading, grammar, spelling, and outstanding communication skills, orally and in writing (seeing, hearing, talking, reading, writing)
- Customer service oriented with excellent communication and interpersonal skill
- Problem solving, conflict management and troubleshooting skills
- Ability to work effectively in teams
- Expert proficiency with verbal and written communication in English
- High school diploma; college degree preferred

Preferred Qualifications and Characteristics:

- Proficiency with verbal and written communication in Spanish
- Knowledge of Catholic teachings and hierarchy

Working Conditions:

- General Office work environment; ability to occasionally lift/push/pull 0-20 lbs alone; physical activities include, but are not limited to, talking, sitting, repetitive motions, and typing 75-100% of time while on duty
- Ability to work evenings and/or weekends
- Willingness to travel with an overnight stay if needed
- Valid Texas Class C driver's license and insurable

Additional Information:

- Office hours are 8:30 AM – 5:30 PM, Monday-Friday; additionally, there may be occasion to travel and/or participate in evening and weekend activities as needed
- Position is office-based
- Position is contingent upon Background Check and job requirements

INTERESTED APPLICANTS:

- Please submit an introduction letter and resume to employment@actsmissions.org
- Position open until filled

The above information is intended to describe the general nature and level of work being performed by employees within this classification. It is not intended to be construed as a comprehensive list of all duties, responsibilities and qualifications of employees so classified.