

Lambda Kappa Omega Sorority, Inc.

Lead Regional Director

Job Description & Duties

Position Title

Lead Regional Director

Reports To

Regional President

Secondary Reporting Structure

Second Vice President

Position Summary

The Lead Regional Director serves as a resource, mentor, and support system for Regional Directors while assisting the Regional President in maintaining stability, consistency, and growth throughout the regions. This position acts as a bridge between regional leadership and national leadership by providing guidance, monitoring chapter progress, supporting probationary chapters, and assisting newly formed Cluster A chapters.

The Lead Regional Director does not supervise Regional Directors but serves as an experienced advisor who provides support, training, resources, and problem-solving assistance when needed. This role requires flexibility, diplomacy, leadership, and a strong understanding of regional and chapter operations.

Core Responsibilities

Regional Leadership Support

- Assist Regional Directors with questions, challenges, and operational concerns.
- Support the Regional President in maintaining consistency across all regions.
- Provide guidance based on approved policies and procedures.

- Serve as a resource for regional leadership teams.
 - Assist with special projects assigned by the Regional President or National Leadership.
 - Promote harmony, collaboration, and professionalism among chapters and regional leadership.
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Probationary Chapter Oversight

- Monitor and support chapters placed on probation.
- Develop improvement strategies to help chapters achieve organizational goals.
- Meet regularly with probationary chapters to review progress.
- Ensure chapters understand expectations and available resources.
- Track chapter performance and progress toward achieving at least 80% goal completion.
- Maintain transparency while encouraging accountability and growth.

Probationary Chapter Duties

- Conduct quarterly meetings with probationary chapters.
 - Review chapter goals and identify areas needing improvement.
 - Assist chapters in locating resources without completing the work on their behalf.
 - Provide recommendations and support to Regional Directors regarding chapter progress.
 - Advocate for chapters while respecting Regional Director authority.
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Cluster A Chapter Development

- Coordinate onboarding and orientation for newly established Cluster A chapters.
 - Schedule introductory meetings or in-service sessions within 7–10 days following member crossing.
 - Educate members on:
 - Robert’s Rules of Order
 - Chapter documentation requirements
 - Reporting structures
 - Submission deadlines
 - Organizational expectations
 - Ensure Cluster A chapters are prepared to operate effectively before transitioning fully to their Regional Director.
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Chapter Monitoring & Meeting Observation

- Conduct chapter and regional meeting observations when necessary.

- Review chapter operations and identify opportunities for improvement.
- Observe meetings without participating in discussions.
- Provide feedback and recommendations to Regional Directors when concerns arise.
- Monitor compliance with organizational procedures and meeting standards.

Meeting Observation Guidelines

- Attend meetings as an observer only.
 - Refrain from participating unless requested by leadership.
 - Maintain confidentiality and professionalism.
 - Document observations and communicate concerns through proper channels.
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Goal Tracking & Performance Monitoring

- Maintain oversight of chapter performance tracking systems.
 - Review and monitor:
 - Goal Crusher Tracker
 - Probationary Chapter Tracker
 - Ensure goals are accurately recorded and monitored.
 - Identify discrepancies and communicate concerns to Regional Directors.
 - Track chapter progress toward organizational objectives.
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Advocacy & Resource Coordination

- Serve as an advocate for chapter success.
 - Connect chapters with committees, resources, and support services.
 - Assist chapters in overcoming obstacles to goal completion.
 - Encourage collaboration between chapters and organizational committees.
 - Promote resource sharing and problem-solving strategies.
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Communication Responsibilities

- Maintain direct communication with chapters when appropriate.
- Keep Regional Directors informed of important chapter communications.
- Follow established communication procedures for regional and national messaging.
- Coordinate information sharing between chapters, Regional Directors, and leadership.
- Promote clear, professional, and respectful communication.

Mass Communication Procedures

- Submit non-urgent communications through the VP of Communications for quarterly updates.
 - Coordinate urgent communications through the VP of Communications and Regional Directors.
 - Ensure all messaging complies with organizational standards.
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Educational & Continuing Education Programs

Did You Know Training Program

- Create educational worksheets and leadership development materials.
- Promote continuing education opportunities.
- Track and submit participation information to Compliance.
- Maintain records of completed training activities.

Training & Development

- Assist with leadership development initiatives.
 - Support training efforts for Regional Directors and chapters.
 - Present approved educational content when requested.
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Administrative Responsibilities

Forms & Documentation

Maintain familiarity with organizational forms including:

- Calendar Events Forms
- Chapter Rosters
- Chapter Sign-In Sheets
- Community Service Reports
- Letterhead Requests
- Phi Chi Psi Nominations
- Updated Member Information Forms
- Event Planning Forms
- Election Forms
- Meeting Notes
- Meeting Minutes
- Intake Permission Forms

Reporting

- Submit reports as requested by Regional Leadership.
- Track chapter performance and probationary progress.
- Maintain accurate records for assigned projects and initiatives.

Email Management

- Check office email regularly.
 - Organize correspondence using labels and folders.
 - Retain important chapter communications.
 - Archive information appropriately for future administrations.
 - Maintain a clean and organized inbox at the end of the term.
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Leadership Expectations

The Lead Regional Director should demonstrate:

Proactive Leadership

- Anticipate challenges before they arise.
- Identify opportunities for chapter growth and improvement.

Adaptability

- Adjust to changing organizational priorities and regional needs.

Communication

- Listen actively and communicate effectively with members and leadership.

Organization

- Maintain detailed records, trackers, reports, and communication logs.

Resourcefulness

- Utilize available resources to support chapters and Regional Directors.

Recognition

- Encourage and acknowledge chapter accomplishments.

Delegation

- Assist others in identifying resources and solutions while encouraging independence.
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