

# JOHN W. KEITH II

📍 7324 SIR WALTER WAY. APT. 102, KNOXVILLE, TENNESSEE 37919 📞 (678) 760.5180 ✉️ JKEITH1906@GMAIL.COM

## QUALIFICATIONS PROFILE

Highly-reliable, dynamic, and dedicated professional, offering solid hands-on experience in providing administrative support and leadership to student organizations. Possess exceptional abilities in implementing strategies toward the attainment of established learning outcomes. Capable of exhibiting professional demeanor and proper work ethic. Known for leveraging exceptional problem solving skills in resolving various issues and concerns.

## AREAS OF EXPERTISE

Leadership and Coordination  
Verbal and Written Communication  
Administrative Support  
Client Relationship Management  
Process Optimization

Project Management and Implementation  
Threat Assessment  
Marketing Techniques  
Finance and Resource Management

## PROFESSIONAL EXPERIENCE

University of Tennessee, Knoxville ▪ Knoxville, TN

**Director – Office of Sorority & Fraternity Life**

**2021 – Present**

- Responsible for the strategic direction, daily operations, and leadership of the Office of Sorority and Fraternity Life, including the ongoing development and supervision of a staff of one Associate Director, two Assistant Directors, four Coordinators, and several graduate and student assistants.
- Develop a strategic plan and direct the establishment, implementation, and enforcement of department priorities, policies, practices, and guidelines; Ensure department compliance with University policies/procedures; Ensure all department programs/services reflect diversity and inclusion.
- Provide guidance to an undergraduate Greek population of over 7,000 students including 26 fraternities and 20 sororities at the University of Tennessee, particularly in the areas of risk management and harm reduction, membership recruitment/intake and education, problem/conflict resolution, and community planning.
- Provide support to sorority/fraternity houses on campus including - housing contracts, billing/collections, inspections, facility operations/maintenance, and development of house directors.
- Develop annual department revenue/expenditure budgets, advocating for and securing funding for the effective operation of the department; Monitor budget and make adjustments as necessary; Provide annual capital outlay requests to the AVC Leadership and Engagement.
- Establish and maintain good working relationships and collaborations with chapter advisors, and (inter)national headquarters; Serve as resource for students, parents/families, faculty, and staff on topics related to sorority and fraternity life; Develop comprehensive public relations and marketing strategies to promote the department.
- Evaluate and ensure departmental effectiveness and efficiency through on-going assessment efforts to examine impact of decisions, goals, priorities and processes; Develop and implement adequate feedback mechanisms and opportunities for students and other guests to evaluate all aspects of department operations (i.e. policy, facilities, staff, and services); Ensure the operation of the department meets the expectations of stakeholders through regular information exchange about services, concerns, issues, or requests; Prepare reports concerning the operations and activities of the department for the AVC Leadership and Engagement as requested or as deemed necessary

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- Provide on-call emergency support to the sorority & fraternity community.
- Develop and implement programs to strengthen and support the sorority/fraternity community including Future Greek Leaders, Greek Leadership Summit, Quad Council Retreat, President's Cabinet, Summer Advisors Conference, Fall Kick Offs, Health and Safety Summit, Bystander Intervention Trainings, Sober Monitor Trainings, Fraternal Excellence Awards, etc.
- Supervise chapter extension and expansion, colonization or re-colonization processes.
- Work collaboratively with the Office of the Dean of Students, the Office of Student Conduct & Community Standards, the Center for Health Education & Wellness, Title IX, New Student Orientation, University Housing, Facilities Services and others to ensure consistency in standards/education within the Greek community.
- Serve on university committees as needed.

University of Cincinnati ▪ Cincinnati, OH

**Director, IFC/NPHC Advisor – Office of Fraternity & Sorority Life**

**2018 – 2021**

- Provide guidance to an undergraduate Greek population of nearly 3,300 students that includes 27 fraternities and 17 sororities at the University of Cincinnati particularly in the areas of risk management and harm reduction, membership recruitment/intake and education, problem/conflict resolution, and community planning.
- Establish, disseminate, and interpret University policies and procedures as they pertain to fraternity and sorority chapters and councils.
- Work with undergraduate members of fraternities and sororities, alumni volunteers, and various university offices to execute goals and vision for the department
- Provide leadership, direction, and advising to the four undergraduate governing councils (Interfraternity Council, Panhellenic Council, National Pan-Hellenic Council, and the Multicultural Greek Council)
- Develop programs and services that foster a sense of community among Greek organizations, including regular meetings of council presidents and other intra-council initiatives
- Serve as a liaison to House Corporations, Resident Education and Development, and Housing and Food Services related to housing and facilities needs for undergraduate chapters.
- Supervise chapter extension and expansion, colonization or re-colonization processes
- Oversee leadership development programs for fraternity and sorority undergraduate leaders including Emerging Greek Leaders, the New Member Welcome/Conference, Greek Wellness Summit, Advisors Institute, Executive Leadership Conference and various council retreats.
- Design and implement assessment mechanisms which elevate the effectiveness of programs and services offered by the Office of Fraternity & Sorority Life
- Develop, in partnership with the Fraternity & Sorority Life staff, an annual review program for all Greek organizations
- Attend appropriate fraternity and sorority campus events to maintain visibility and approachability
- Provide on-call emergency support to the fraternity and sorority community
- Lead on-going, strategic planning processes for Fraternity and Sorority Life
- Partner with the Greek Affairs Alumni Council (GAAC) to develop fundraising and alumni engagement opportunities
- Manage departmental budgets as well as monitor expenditures of each council and aid them in creating an annual budget that is submitted to delegates & chapter leadership
- Work collaboratively with the Office of the Dean of Students and the Office of Student Conduct & Community Standards to assure consistency in standards within the Greek community
- Serve on university committees as needed

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Louisiana State University ▪ Baton Rouge, LA

**Assistant Director for Greek Life/NPHC Advisor – Office of Greek Life**

**2016 – 2018**

- Supervise and execute NPHC leadership development functions including planning, implementation, and evaluation
- Supervise and advise NPHC activities and programs including Fall Kick-Off, Orientation Week activities, Greek 101, Meet the Greeks, PHC Step Show, NPHC Step Show, New Member Presentation and service projects
- Coordinate the development and growth of all NPHC organizations at LSU
- Serve as a member of the advisory team for the Greek Board of Directors and advise one of the following areas: Greek Week, Philanthropy, Songfest, EMPOWER weekend, Public Relations and Fundraising
- Responsible for the creation, implementation, and tracking of the NPHC budget to include the supervision of disbursement, and deposit of funds for a budget of \$25,000 annually
- Create and implement training programs for students, advisors, and alumni that educate on University policies including risk management and Title IX
- Serve as a member of the Greek Accountability Board to review cases of student misconduct
- Evaluate and assess programs for effectiveness in relation to desired learning outcomes

Valdosta State University ▪ Valdosta, GA

**Assistant Director of Student Life for Fraternity & Sorority Life – Office of Student Life**

**2015 – 2016**

- Advised nine Interfraternity, six PanHellenic and nine National Pan-Hellenic chapters on program development in the areas of academic achievement, diversity and social justice, philanthropy, community service, membership recruitment, leadership development and risk management
- Worked with fraternity and sorority community constituents such as chapter members and advisors, headquarters representatives, and parents to advance the mission and values of the Greek community
- Coordinated the development and growth of all social Greek-letter organizations at VSU
- Coordinated orientation, training and development of staff and graduate assistants
- Directly advised the Greek Council Programming board, IFC, CPC, NPHC and Order of Omega executive boards
- Designed and implemented development programs for council and chapter officers with specific learning outcomes
- Evaluated and assessed programs for effectiveness in relation to desired learning outcomes
- Helped manage student organization registrations and renewals for all recognized campus organizations
- Assisted with various trainings and co-coordinated events as a member of the student life team including: The Happening, Week of Welcome, Homecoming, & Summer Orientation sessions

Georgia Regents University ▪ Augusta, GA

**Coordinator, Greek Life & Leadership – Office of Student Life and Engagement**

**2014 – 2015**

- Coordinated the development of all social Greek-letter organizations at GRU
- Developed achievable goals and learning outcomes for all member organizations
- Oversaw risk management and new member education for all councils
- Directly advised the Greek Council Programming board, IFC, PHA and NPHC executive boards
- Transitioned IFC to a Formalized RUSH week of recruitment activities
- Implemented a Summer Leadership Academy and Emerging Leaders program for Freshmen and Sophomore students

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- Assisted with & planned large-scale programs as a member of the Student Life and Engagement team including: Pig Out, Homecoming, Walk down Jaguar Lane, Summer Orientation sessions, Lip Sync, & Homecoming

East Georgia State College ▪ Swainsboro, GA

**Recruiter – Office of Admissions**

**2013 – 2014**

- Led the entire student recruitment operations for the institution
- Participated in numerous recruiting events as a liaison during college, career and resource fairs and high school visits
- Planned and initiated regular campus recruitment events; performed numerous functions that included application processing and data entry
- Promoted service excellence by establishing good relationships with the general public along with current and prospective students
- Coordinated new student orientation

Georgia Southern University ▪ Statesboro, GA

**Graduate Assistant – Office of Student Activities**

**2011 – 2013**

- Responsible for web/multimedia communications for the Office of Student Activities
- Designed publications and ad related documents for the office and the University Programming Board
- Provided excellent support to student organizations and co-advised the University Programming Board as well as other student organizations
- Provided facility & advisory support for large scale events such as concerts, student organization fairs, orientation and educational forums hosted by various campus entities
- Helped manage student organization registrations and renewals for all recognized campus organizations
- Managed a working budget for the Campus Life Enrichment Committee totaling approximately \$64,000 annually

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## EDUCATION

### **Ph.D. in Educational Leadership and Research; Higher Education Administration** ▪

*In Progress (Expected Completion Date: August 2023)*

Louisiana State University, Baton Rouge, LA

### **EdS in Educational Leadership and Research; Educational Leadership** ▪ 2018

Louisiana State University, Baton Rouge, LA

### **Master of Business Administration** ▪ 2013

Georgia Southern University, Statesboro, GA

### **Bachelor of Science in Public Relations** ▪ 2011

Georgia Southern University, Statesboro, GA

## AFFILIATION

Alpha Phi Alpha Fraternity, Inc.

## TECHNICAL ACUMEN

Microsoft Office Suite | Audio-Video Programming | ICS | Campus Director  
Adobe Creative Suite (Photoshop, InDesign, and Illustrator) | Banner Web Computer Systems