

SIGMA  KAPPA  
*Live with Heart*

<b>Title:</b>	Daily Operations Specialist
<b>Supervisor's Title:</b>	Executive Director
<b>Position Status:</b>	Hourly, part-time
<b>Position Location:</b>	Carmel, Indiana
<b>Position Summary:</b>	Oversee day-to-day administration operations of the Sorority; manages projects and interacts with general membership, local and national volunteers, public and NHQ staff; maintains accurate membership records; performs data entry; produces reports and statistics.

**Qualifications:**

- 1-3 years of experience as an administrative assistant in communications, operations and/or human resources
- Associate's degree preferred
- Proficiency with Microsoft Word and Excel; familiarity with membership database systems
- Detail oriented, with ability to manage multiple projects in a timely, well-organized fashion
- Excellent data entry skills
- Strong written and oral communication skills
- Excellent customer service skills

**Responsibilities:**

- Oversee day-to-day, administrative operations for the Sorority.
- Provide general administrative assistance to the membership and guests; answer phones and respond to voice mail on the main line within four hours.
- Provide assistance to members requesting address changes, contact information, and general Sorority information.
- Verify and update changes to member information in the database as received from a variety of sources, both electronic and hardcopy.

- Coordinate and distribute collegiate and alumnae reports and mailings, including but not limited to: new member parent packs and collegiate and alumnae directories.
- Research and record up-to-date statistics, membership data, and report information for all chapters.
- Respond within 24 hours to all requests received through [info@sigmakappa.org](mailto:info@sigmakappa.org) to include member log-in issues, address changes, etc.
- Process and manage all incoming and outgoing mail. Scan incoming Badge Affirmation Cards per chapter and upload PDF to chapter's database record as an Activity.
- Manage volunteer appointment process, volunteer evaluations and assist in coordinating staff evaluations.
- Coordinate and distribute monthly internal staff updates focusing what is happening in the Sorority.
- Assist executive director, directors and teams with any projects as needed.
- Perform other duties as may be prescribed by the executive director of Sigma Kappa Sorority.

#### **Expectations:**

- Be present for work 20 hours per week; hours to be regular, Monday thru Friday as agreed to by the executive director.
- Consistently demonstrate through words, actions, and interactions, alignment with the Sorority's values and strategic direction, focusing on the success of the Sorority.
- Establish and promote a relationship of assistance with staff.
- Demonstrate a positive, problem-solving mindset in the spirit of teamwork and cooperation
- Maintain positive public relations within the Sorority, among all Sorority entities, in contact with other NPC and NIC groups, university officials, vendors and others.
- Perform all procedures relating to daily office management in an efficient, effective and professional manner.
- Promote the ongoing development of a service rapport with collegiate chapters, local and national volunteers, and all members of the Sorority.
- Maintain and develop materials and procedure notebooks and appropriate to the position.

*Updated June 2016*