



Sigma Kappa National Housing Corporation

Founded during the 1993-94 academic year with a bold vision to enrich the collegiate experience, the Sigma Kappa National Housing Corporation (NHC) provides operational support, financial management services, and financing to local house corporations and facility committees in the management of their properties. A majority of Sigma Kappa's local house corporations and all of the facility committees participate in the NHC.

Mission

The mission of the Sigma Kappa National Housing Corporation is to foster safe, attractive, and relevant living and learning environments by providing operational support, financial management services, and financing to local house corporations and facility committees.

Job Description

Title: Operations Specialist

Supervisor: Director of Operations

Status: Non-exempt, hourly, regular full-time

Location: Carmel, Indiana

Summary: Responsible for daily assistance with NHC operations, human resources management, and communications.

Qualifications:

- 2-4 years of experience in communications, operations, human resources, or non-profit work. Relevant internship experience acceptable
- Bachelor's degree preferred
- Proficient use of Microsoft Office suite of products
- Proficient use of financial management software, Financial Edge proficiency preferred
- Strong written and oral communication skills

Responsibilities:

Finance

- AR: scans deposits for bank deposit
- Coordinates member refund process with Financial Services team
- Serves as the initial contact on collections inquiries for PBS, corporations, members, and parents
- Coordinates the NHC collections process on student accounts
- Responsible for annual Secretary of State filings for local house corporations

Human Resources

- Receives and transfers all incoming calls, mail and general e-mails for the NHC office
- Manages mail processes: dates, opens, sorts, distributes
- Maintains inventory of NHC office supplies and places orders as needed

- Assists Director of Operations with NHC vendor relations

Communications and Events

- Responsible for logistics for bi-annual Housing Conference
- Assists with communications regarding operational issues to local house corporations
- Assists with monthly report distribution
- Assists with preparing, editing, and sharing content for *homepage*
- Provides support on website administration
- Updates and maintains resources for website and member usage
- Supports the maintenance and editing of manuals, handbooks, annual supplies
- Coordinates meeting and travel logistics for NHC Board, coordinators, and staff
- Maintains the permanent records of the NHC according to the document retention policy
- Manages mailing and electronic distribution lists
- Serves as lead staff member for iMIS updates

Expectations:

- Demonstrate through words, actions, and interactions the values and brand expectations of the NHC
- Assist with duties outside of job description as assigned
- Perform in an efficient, effective, professional manner with the mindset of solution-oriented cooperation
- Travel as requested
- Manage work with optimal efficiency, timeliness, and organization
- Participate in professional development activities/opportunities

Revised July 2021