

Title:	Operations Assistant
Department:	Operations
Supervisor's Title:	Senior Director of Operational Strategy
Position Status:	Hourly, part-time
Position Location:	Carmel, Indiana
Position Summary:	Maintains accurate membership records; performs data entry; produces reports and statistics; and interacts with general membership, local and national volunteers, public and NHQ staff via phone and email communication.

Qualifications:

- Proficiency with Microsoft Word and Excel; familiarity with membership database systems
- Data entry skills
- Strong written and oral communication skills
- Customer service skills
- Detail oriented, with ability to manage multiple projects in a timely, well-organized fashion
- High school diploma or equivalent

Responsibilities:

- Respond **within 24 hours** to requests received through info@sigmakappa.org related to member log-in, general information and responding to questions/concerns.
- Provide general administrative assistance to the membership and guests as assigned; answer phones, promptly respond to voice mail, update address changes, contact information, and general Sorority information.
- Process and distribute all incoming and outgoing mail including USPS, FedEx and UPS shipments.
- Produce and distribute collegiate and alumnae reports and mailings.
- Research and record up-to-date statistics, membership data, and report information for all chapters as needed.
- Perform other duties as may be prescribed by the senior director of operational strategy or the Sorority chief executive officer.

Expectations:

- Be present for work 20 hours per week; hours to be regular, Monday thru Friday as agreed to by the senior director of operational strategy and/or the Sorority chief executive officer.
- Consistently demonstrate through words, actions and interactions, alignment with the Sorority's values, strategic direction and commitment to diversity, equity access and inclusion, focusing on the success of the organization.
- Promote the ongoing development of a service rapport with chapters, local and national volunteers and all members of the Sorority.
- Assist with preparations for national meetings as assigned.
- Demonstrate a positive, problem-solving mindset and a spirit of teamwork and cooperation.
- Demonstrated project management experience.
- Maintain positive public relations within the Sorority, among all Sorority entities, in contact with other membership groups, university officials, vendors, and others.
- Maintain and develop materials and procedure as appropriate to the position.
- Perform other duties as may be prescribed by the executive director or senior director of operational strategy of Sigma Kappa Sorority.

Technical/Computer Skills:

- Ability to effectively use email (MS Outlook) and MS Office software programs as necessary.
- Ability and willingness to effectively use other job-related technology tools

Physical Demands:

- Ability to stand under 1/3 of the time.
- Ability to walk under 1/3 of the time.
- Ability to sit over 2/3 of the time.
- Ability to talk or hear from 1/3 to 2/3 of the time.
- Ability to lift 20 lbs. under 1/3 of the time.

Work Environment:

- The work environment is that of a fast-paced office with minimal to high noise levels and moderate temperatures.
- This position requires working independently as well as part of a team.
- This position requires verbal and face-to-face contact with others on a daily basis.
- Frequent use of a computer, general office equipment, and/or personal device (e.g., cell phone, tablet) is necessary.
- The position requires client information be maintained appropriately confidential.

The qualifications, responsibilities, expectations, technical/computer skills, work environment, and physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sigma Kappa provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Updated August 2022