



Front Desk Operations Representative

Sigma Theta Tau International Honor Society of Nursing (Sigma) is a nonprofit organization whose mission is developing nurse leaders anywhere to improve healthcare everywhere. Our more than 100,000 active nurse members across the globe are recognized leaders and scholars who demonstrate global nursing excellence.

Sigma currently has an opening for a Front Desk Operations Representative. This is full-time hourly Monday-Friday day shift position onsite at our office located in downtown Indianapolis, IN.

Our benefit options include health, dental, vision, life, short and long-term disability coverage, a retirement plan, tuition reimbursement, free parking, paid holidays, and a generous amount of paid time off beginning after 90 days of employment.

Job Summary

The Front Desk Operations Representative plays a key role in supporting both Member Services and Finance Operations to ensure efficient handling of member and visitor interactions, shipping and receiving, and facilities support. This position requires managing inbound and outbound communications, coordinating shipping and mail tasks, and responding to internal facilities requests. The role demands strong multitasking abilities and a commitment to delivering excellent customer service.

Principal Responsibilities

Member Services related duties:

- Greet and assist visitors, providing a welcoming and professional presence at the front desk.
- Receive and manage incoming and outgoing membership calls, chats, and emails to address inquiries, resolve issues, and provide information regarding members services.
- Follow up on insufficient funds notifications, including outbound calling or emailing to members for resolution.
- Assist with data entry and other member services duties as assigned.

Administrative Operations related duties:

- Process all outgoing and incoming shipping, deliveries, and mail; open and review incoming mail, scan, and distribute as needed.
- Log incoming checks and place outgoing checks in envelopes and apply postage
- Assist with facilities-related requests and Jira tickets
- Support other administrative tasks as assigned

Minimum Requirements

Excellent customer service and communication skills.

- 2-3 years of customer service experience required.
- Proficient in Microsoft Office and general office software.
- Ability to multitask efficiently and collaborate across departments.
- Attention to detail and strong organizational skills required.
- Ability to work both independently and as part of a team.
- Ability to lift up to 40 pounds on occasion.

Sigma is an equal opportunity employer and strictly prohibits unlawful discrimination based upon an individual's race, color, religion, gender, sexual orientation, gender identity/expression, national origin/ancestry, age, mental/physical disability, medical condition, marital status, veteran status, or any other characteristic protected by law.