



Business Support Specialist Job Description

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 Business Support Specialist. This is a full-time Monday-Friday exempt position, primarily working day shift with an occasional need to work alternate hours to accommodate calls, meetings, or events in other time zones. This position is a hybrid role, requiring two days per week in the office located in downtown Indianapolis, IN.

Our benefit options include health, dental, vision, life, short and long-term disability coverage, a retirement plan, free parking, paid holidays, and a generous amount of paid time off beginning in the first year of employment.

Job Summary: This position is responsible for coordination of multiple client accounts, conferences, and programs. Acts as the primary contact for day-to-day basic administrative operational needs of department. Manages product fulfillment and inventory control for department.

Principal Responsibilities:

- Facilitates all phases of the institutional order processes.
- Provides support to business to business, business to customer and indirect sales.
- Tracks all Sigma Marketplace expenses across cost centers.
- Supports Sigma Marketplace Manager; manages calendar; facilitates scheduling meetings, compiles meeting minutes, and other duties as assigned.
- Takes the lead role in preparing and ordering inventory, shipping equipment, reconciliation, and invoices for the Marketplace at all Sigma and presence events.
- Takes the lead role in preparing inventory, ordering merchandise and inventory, shipping equipment, reconciliation, and invoices for the Marketplace at all Sigma and presence events.
- Arranges for travel, accommodations, booth registrations, equipment/furniture needs, shipment of books/and supplies for all conferences attended by Sigma Marketplace.
- Provides support directly and indirectly for Sigma events which includes but is not limited to ordering merchandise and attendance at events, occasional travel required.
- Supports Sales Specialist with sales and adoptions: coordination between customers; establishing & maintaining customer relationships, assist with scheduling of sales meetings, assist with gathering of sales leads, follow-up on general leads, assist with processing of orders, interact with customers on a regular basis to ensure customer satisfaction.
- Supports eCommerce Website Specialist with running report on sales, and statistics pertinent to department/organizational goals utilizing platforms such as Acumen/Netforum/NOP/NCR Silver.

- Monitors and responds to customer concerns and escalates to appropriate department for resolution, when necessary. Communicates with Marketplace leadership regarding customer issues in a timely and effective manner.
- Provides support, when assigned, to business to business and royalty batch creation, invoice creation and reconciliation documents to support finance to close out month end.
- Assists department members and collaborates interdepartmentally with other duties as assigned when needed.

Minimum Requirements:

- Bachelor's Degree or equivalent experience required.
- 3-5 years business/administrative experience with emphasis on managing details required.
- Excellent attention to detail, strong time management, and organizational skills.
- Excellent written and verbal communication skills and ability to work with staff across multiple departments.
- Proficient use of Microsoft Office applications and databases, including spreadsheets and budgets.
- Onsite in office a minimum of 2 days a week, with flexibility to be present additional days as needed.

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.