### Job Title / Status
Manager, Business Administration and Office Services (BAOS)

### Division
Operations

### Department
Business Operations

### Accountable To
Director, Business Operations

### FLSA Status
Exempt

### Date Posted
Thursday, December 19, 2019

### Expiration Date
Friday, February 28, 2020

### Job Summary
Position manages the daily activities and operations of the Business Administration and Office Services (BAOS) Unit to meet organizational and operational objectives. Manages personnel and resources to ensure that the logistical needs of the Business Operations department are fulfilled. Manages, anticipates and fulfills the needs of the organization as it relates to governance, such as board of directors’ meetings, midyear and annual meetings. Maintains governing documents of NCSBN and its Delegate Assembly, including NCSBN Bylaws, Articles of Incorporation and BOD Policy Manual. Provides leadership to coordinators and manages the daily operations of the team. Serves as NCSBN records and retention administrator, develops and maintains records retention audit procedure, business continuity and disaster recovery processes. Maintains all NCSBN Member agreements (Terms and Conditions), organizational memberships and subscriptions. Oversees office service operations and facilities maintenance. Coordinates new projects as assigned by the Director of Business Operations. Performs other duties as assigned.

### Job Requirements
Bachelor’s degree (hospitality, communications, business or related field) with four years of business or operations experience; or equivalent combination of training and experience is required. Experience in executive level administrative, governance, and meetings management. Direct management experience with leadership skills. Excellent oral and written communication, collaboration, presentation, technical, customer service, project management, problem solving, analytical and critical thinking skills are essential. Self-motivated, innovative and detail-oriented team player. Ability to resolve customer issues in a fast-paced environment to establish a positive working rapport with all stakeholders. Ability to work on multiple assignments in a team environment. Attention to detail, multi-tasking, process mapping, and flexibility in activities is imperative. Technical expertise must include MS Office (Excel, PowerPoint). Ability to work and effectively communicate with vendors on a regular basis.

Interested candidates must submit their resume along with cover letter and salary requirements as soon as possible but no later than Friday, February 28, 2020 to:

Human Resources Department  
National Council of State Boards of Nursing, Inc.  
111 East Wacker Drive, Suite 2900  
Chicago, Illinois 60601  
hr@ncsbn.org

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