“Together, we create life-changing wishes for children with critical illnesses.”

JOB ANNOUNCEMENT

Operations Assistant – Part Time transitioning to Full Time
Make-A-Wish Orange County and the Inland Empire®

The Operations Assistant is responsible for the first impression of our Make-A-Wish chapter. This position interacts with internal and external constituents, performs CRM database management, the recording and processing gifts and other operation support duties. The Operations Assistant plays an integral role in the chapter's overall Finance/Ops team. This position provides support in other areas as needed.

Essential Job/Position Functions:
- Database Operations
  - Hygiene of constituent data
    - Returned mail, "unsubscribe" emails, contact info changes, etc.
  - SFS (Shared Financial Services) donation processing
    - Input of all constituent data received by mail for new donors into CRM database system.
    - Daily mail processing and recording of donations.
  - Uploads data to accurately track donor engagement (manually or via Import-O-Matic). This include monthly reports as well as one-offs.
    - Weekly web donor distributions (from MAWA)
    - Monthly direct mail program
    - Car donation program
    - Post event reconciliation from mobile revenue collection (OneCause, Blackbaud, etc) while adhering to all guidelines.
    - All other mass uploads as directed
- Assist with BBVA expense reports for CEO, Director of Finance/Operations and VP of Mission Delivery.
- Prepare check request forms for submission for all recurring operating expenses.
- Assist with closing and reconciliation of wish files.
- Answering telephones and directing to appropriate staff member.
- Assist with preparation of meeting spaces for Chapter meetings.
- Ensure the office is always presentable adhering to OSHA requirements.
- Assist with office supply ordering.
- Adhere to all administrative and operational processes in accordance with Chapter standards, policies and practices including the employee handbook, as well as MAWFA Performance Standards and Guidelines.
- Advise direct supervisor of matters of importance relating to areas of responsibility.
- Other assigned operational tasks

Job/Position Skills:
- Strong communication skills used in daily correspondence and publications, including spelling, punctuation and grammatical skills, and the ability to proof and edit work.
- Proficient user of Microsoft Office programs, specifically MS Word, Excel, and Outlook
- Ability to understand instructions in order to do assignments correctly and thoroughly.
- Ability to maintain confidential office information to include constituent, contributions and all organizational information.
• Takes initiative, highly organized and detail oriented with the ability to work independently and effectively in a team environment.
• Adherence to deadlines and time management skills.
• Excellent verbal and written communication skills to clearly communicate with all employees, interns, volunteers, donors, the Board of Directors, CEO and other senior executives in a clear, business-like and respectful manner, which focuses on generating a positive, enthusiastic and cooperative work environment.
• Ability to speak, read and write in English.
• Bi-lingual (English/Spanish) preferred but not required.
• Requires a passion for and commitment to the work of Make-A-Wish.

**Job/Position Qualifications:**

- Bachelor’s Degree preferred
- Accounting experience strongly preferred

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required.

Working safely is a condition of employment. Make-A-Wish Orange County and the Inland Empire is a drug-free workplace.

The employee will be expected to work the hours necessary to meet the position requirements. Must be able to lift 25lbs.

**COMPENSATION/ BENEFITS:**

Compensation is commensurate with experience.

**TO APPLY:**

Submit cover letter and resume to getinvolved@wishocie.org

Subject line should read “Operations Assistant”

Resumes will be accepted until 5 pm on Friday, July 3, 2020.

No phone calls please