



Make-A-Wish® Metro New York and Western New York

OPERATIONS ASSOCIATE

Name:	
Job Title: Operations Associate	Location: Lake Success, NY
Reports to: Process Improvement Manager / Chief Operating Officer	
Supervisory Responsibilities: None	
Type of position:	<input type="checkbox"/> Exempt
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Nonexempt

Position Overview:

The **Operations Associate** provides a full range of administrative support for Mission Delivery staff, volunteers, and wish families. This role is an integral part of all efforts to support the overarching goal of granting wishes to every eligible child.

Essential Job Functions:

1. Office Management:

Provide excellent customer service to office guests and staff. Greet visitors cordially and maintain a courteous phone manner. Manage coverage for the front desk while performing various tasks in other areas of the office. Secures coverage for front desk in case of absence.

Principal Accountabilities:

1. Manage NYC office guest list. Reserve conference rooms and arrange catering for NYC office meetings as requested by management.
2. Manage office phone system. Maintain current staff phone lists and directories. Route incoming calls to appropriate staff utilizing the Raiser’s Edge database and criteria in the phone manual. Manage outgoing phone messages to reflect current office status (ie. holiday, early closing).
3. Ensure all office equipment (copiers, printers, phones, computers, postage machine) is in proper working order and serve as a liaison between such vendors and MAW. Troubleshoot computer and equipment issues as they arise. Submit Workspeed requests for office repairs and maintenance as necessary.
 - A. Maintain inventory and order supplies, including stationery, on a regular basis. Reconcile monthly invoices (Staples, WB Mason, UPS, AT Conference).
 - B. Organize mail room and enlist staff members to help straighten storage areas when needed.
 - C. Monitor general MAW e-mail accounts and route chapter specific e-mail as needed.
 - D. Maintain and revise all elements of the front desk manual. Train front desk temps and volunteers.



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2. Operations Support:

Provide administrative, project and Mission Delivery support based on determined need.

Principal Accountabilities:

1. Provide support to the Volunteer Resources Associate, ensuring volunteers are notified on expiring Conflict of Interests and Background Checks.
2. Ensure data integrity and governance through regular updating of RE profiles in collaboration with Information Technology and Process Improvement leads.
3. Manage incoming WishNet inquiries and issues in a timely, professional manner.
4. Lead candidate searches for open positions. Post open job positions on various websites. Respond to general employment inquiries. Schedule candidate interviews with appropriate management.
5. Oversee new-hire orientation for volunteers, interns, and staff as instructed.
6. Cross-train and provide coverage for Mission Delivery staff as needed.
7. Assist in all other operational initiatives, tasks, and projects, as instructed by the Chief Operating Officer.

Essential Skills and Abilities:

- Ability to work autonomously with strong prioritizing and organizational skills.
- Exceptional attention to detail.
- Ability to manage multiple tasks effectively and achieve objectives.
- Solid team player who provides stellar customer service in a professional and pleasant manner.
- Ability to appropriately handle confidential staff, donor and volunteer information.
- Strong interpersonal and verbal/written communication skills with the ability to work with all levels of management, staff, volunteers, donors and vendors.
- Must be computer proficient with experience in Word, Excel and PowerPoint. Raiser's Edge experience a plus.

Qualifications:

- BA/BS or equivalent combination of education and work experience.
- 5-7 years of experience in administrative support or similar function.
- Proven ability to successfully handle multiple tasks and meet deadlines. Excellent time management, organization and independent judgment skills.
- Excellent customer service orientation. Ability to successfully work in a collaborative, team-oriented organization.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.



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Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All staff may be required to perform duties outside of their normal responsibilities as needed. The employee is expected to adhere to all company policies.

How to Apply

Please email a resume and cover letter with salary requirements to bcharlton@metrony.wish.org by **Friday, October 6, 2017**. Applications without a cover letter will not be considered.