

Chief Operating Officer

Make-A-Wish Northeastern and Central California and Northern Nevada

At Make-A-Wish, we are more than just a great place to work – our work is life-changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds, thought and experiences, are united in purposeful work. We are fueled and guided by our values – values that are represented in the inspired people we work with and the life-changing work we do, every day!

Make-A-Wish traces its inspiration to Christopher James Greicius, an energetic 7-year-old boy battling leukemia who wishes to be a police officer. In 1980, his Phoenix community came together to make his wish come true. Little did Chris know that his wish would create a movement that would transform millions of lives.

Today, Make-A-Wish has granted hundreds of thousands of life-changing wishes to children battling critical illnesses. Wishes that give families hope through dark times, strength to persevere and experiences that forever change their lives.

"I really enjoyed my time with Make-A-Wish foundation. Nothing more gratifying than seeing a child's face light up after their wish has been granted."

"Make-A-Wish offered great opportunities to learn and grow! Everyone there appreciates each other and works hard to grant life-changing wishes to children with critical illnesses."

"A heartfelt place to work with the world's best mission. It is easy to go to work every day when you're involved in something as beautiful as the Make-A-Wish Foundation."

OUR MISSION AND CORE FOCUS

Together, we grant life-changing wishes for children with critical illnesses. We ignite hope and heal through happiness by granting wishes!

See what we do! <https://youtu.be/x0lUXoOEXME>

Job Title: Chief Operating Officer

Reports To: President & CEO

What YOU'LL Do

Operations/Finance

- Develop reports and advise the CEO and other key members of the leadership team on financial planning, budgeting, cash flow, investment priorities, and policy matters.
- Serve as the financial liaison to the Board of Directors, finance, and audit committees; effectively communicate and present critical financial matters at select board of director and committee meetings.

- Serve as chapter liaison to national accounting team to ensure timely and accurate monthly financial statements, annual audit, and annual 990 tax documentation preparation.
- Contribute to the development of strategic goals and objectives as well as overall management of the organization.
- Represent the organization externally, as necessary, particularly in banking and vendor negotiations.
- Create and implement an appropriate system of policies, internal controls, accounting standards, and procedures.
- Plan, coordinate, and execute the annual budget process and any midyear reforecasts, as necessary.
- Oversee administrative and facility services such as The Wishing Place upkeep, leased satellite offices, inventory management, leased and owned equipment, purchasing, property/D&O insurance.
- Maintain roster of active significant contracts and leases and alert senior leadership as contracts near expiration (including, but not limited to building lease, copier leases).
- Serves as chapter contact for internal audits to ensure compliance with national policies and risk mitigation efforts.

Human Resources

- Oversee administrative services such as employee benefits, payroll, accounting, insurance.
- Oversee all employee and intern recruitment, onboarding/offboarding, ensuring private information remains confidential to only applicable parties.
- Ensure compliance to state and federal labor laws, unemployment claims, ERISA (401k)
- Develop and oversee performance management tools and facilitate performance review processes.
- In collaboration with the management team, monitor development and adherence to staff training plans.
- Conduct regular assessment of HR service costs and compensation studies to ensure we are competitive and cost-effective.
- Ensure employee personnel files are complete and well maintained including up-to-date documentation including, but not limited to: Background Checks, Conflict of Interest statements, and personal auto insurance coverage.
- May serve as 401k plan fiduciary or liaise with plan sponsor and complete annual plan census data for compliance with ERISA.

Database Management and Analytics

- Provide analytical support for the management team including development of internal management reporting capabilities.
- Work directly with CEO on any special projects developed for overall organization efficiency, including, but not limited to, technology-related projects.
- Ensure proper tracking for all donations including online, direct mail, and third-party

Wish Program

- Assist in the development of the Wish Program annual budget, including providing analysis and forecasting support.
- Work in collaboration with wish program management to provide wish budgeting tools; review, analyze, and report timely on actual in-kind and cash costs and wish budget performance. Make budget recommendations.
- Assist with analyzing wish data including cycle times, referral source, and pipeline diagnostics.
- Review closed wish file budgets and provide reports to management on trends and budget variances.
- May provide additional leadership and oversight of wish program, as needed.

Volunteer Program

- May supervise a Volunteer Manager and oversee the volunteer program to accomplish following tasks.
- In collaboration with other management staff, establish a plan for volunteer and intern strategy and outreach.
- Participates in developing department goals, objectives, and systems.
- Oversee comprehensive volunteer program for wish-granting, fundraising, and events to include recruitment, orientation, screening, training, performance management, governance, documentation, and support.
- Ensures policies, training, and procedures follow national, chapter, state, and local guidelines.
- Assist and oversee the maintenance of training curriculum. Train, monitor, and evaluate training facilitators (facilitated by staff)
- Recommends new approaches, policies, and procedures to effect continual improvements in the efficiency of department and services performed.
- Oversee development and implementation of volunteer and intern recognition and appreciation programs.
- Oversee fulfillment and recording of all chapter volunteer requests and fulfillments.

What You'll Have

- Bachelor's degree in business administration or related role and 5+ years' experience in finance management; Master's degree preferred.
- Minimum 7+ years in a senior leadership role with operational oversight.
- Computer mastery of Microsoft Word and Excel and proficient in database management.
- Available to work some nights & weekends, travel occasionally.
- Ability to deal with sensitive information with a high level of trust and confidentiality.
- Excellent interpersonal skills with the capacity to interact with diverse groups and work successfully in a collaborative, team-oriented environment.
- Must be self-motivated, detail-oriented, and excel in problem-solving.

- Ability to communicate complex data in a simple way to facilitate decision-making. This includes both visual representations of data and financials and speaking and writing about data conclusions and budgets.
- Ability to prioritize and manage multiple responsibilities and rapidly changing situations and meet deadlines with minimal supervision.

What We Offer

- The salary range for this role is \$144,000 - \$165,000 annually (based on education and experience).
- Comprehensive benefits package: Medical, Vision, Dental, and Wellness
- Health Savings Account and Flexible Spending Account Options
- Short Term Disability*, Long Term Disability*, and Life Insurance
- 401(k) Retirement Savings Plan
- PTO, Sick Days, Paid Holidays, and more
- Individual and Leadership Development
- Flexible work environment

Diversity, Equity and Inclusion Vision

Make-A-Wish is committed to championing diversity, equity and inclusion as core values and practice. Our mission is most effectively fulfillment through a commitment to diversity, equity and inclusion as core values and practice. It is only through our mosaic of different cultures, perspectives, and experiences that we can grant life-changing wishes to every eligible child. As the world's largest wish-granting organization we stand against racism and intolerance and are committed to representation and acceptance, creating a sense of belonging, and practicing fairness in creating opportunities for our wish families, volunteers, and staff.

Work Environment

- The job operates in a professional office environment using standard office equipment.
- Work-from-home capability one to two days per week.
- Magic wand to be provided.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; talk or hear; on occasion, climb or balance; stoop, kneel, crouch, or crawl. The employee is occasionally required to lift, up to 25 pounds. The vision requirements include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Responsibilities and job duties may be modified to

meet the ongoing needs of the business. Scheduled hours may change based on business needs. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.
