

Make-A-Wish® Eastern North Carolina Position Description

Job/Position Title:	Vice President of Finance & Operations
Reports to:	CEO
Manages:	Data Analyst, Office Manager
Location:	Raleigh, NC
Classification:	Full-time; Exempt

POSITION SUMMARY:

The Vice President of Finance and Operations directs and is responsible for managing all aspects of Make-A-Wish Eastern North Carolina's business operations including finance, reporting, analytics, budgeting, administration, human resources, audit, compliance, and facilities in accordance with the performance standards and policies and procedures set by Make-A-Wish America and Make-A-Wish Eastern North Carolina. The VP of Finance and Operations provides organization-wide oversight and strategic thought on all finance, operations, and fundraising event management. This position reports to the CEO and is a key member of the chapter's senior leadership team.

POSITION'S MAJOR RESPONSIBILITIES

FINANCE

- Oversee, review, and maintain all aspects of the chapter's accounting functions on an accrual method of accounting including accounts payable, receivables, cash receipts, deposits, cash disbursements, in-kinds, fixed assets, depreciation, inventory, and all transactions related to the general ledger, bank, and investment reconciliations, etc.
- Serve as the chapter's key liaison with National's Shared Financial Services (SFS) and collaborate directly with them to assure preparation of accurate and timely monthly financial statements. Monitor financial budget variances and prepare monthly financial reports to management, Finance Committee, and Board of Directors.
- Work with the CEO, leadership team, and Board's Finance committee to develop and manage the Chapter's annual budget development and execution.
- Provide timely and accurate analysis on a monthly, quarterly, and annual basis for budgets, forecasts, financial reports, financial statements, and financial trends to assist the CEO, the Board, and other senior leaders in performing their responsibilities.
- Review investment activity and support Investment Committee in review of the Investment Policy Statement and evaluation/selection of Investment Advisor. Distribute prepared reports to the CEO, Finance Committee, and Board.
- Review and recommend check requests for CEO/Board approval per chapter's obligational authority and chart of accounts.
- Reporting and staff liaison to the Finance Committee/Board working in conjunction with the Board Treasurer.
- Support SFS in preparation and review of the annual financial audit & Form 990; serve as primary staff contact for both.
- Implement controls for fundraising events; training volunteers to manage cash according to approved internal controls.
- Facilitate and coordinate cross-functional Special Events as required, with direct accountability for Internal Event accounting and adherence to annual fundraising objectives.
- Serve as the main contact for Employee Credit Cards ensuring coding occurs per SFS timeline.
- Lead annual Functional Time Study and review expenses as it relates to functional % ratio.
- Primary staff liaison with bank and investment managers, along with the CEO. Work with the Finance Committee to monitor the investments and ensure adequate coverage for financial needs.
- As a member of the Senior Leadership Team, the Director of Finance and Operations has overall responsibility for revenue management, budget management, cost benefit analysis, forecasting needs, and strategic leadership.

COMPLIANCE

- Ensure compliance with all policies, performance standards and internal controls relating to accounting/legal, cash management, tax language for donor receipts, and investments as well as all state and federal regulations.
- Develop, update, implement and enforce Internal Controls and Operating Policies & Procedures in accordance with National and local policies to safeguard chapter assets and operations.
- Prepare for National compliance audits to ensure Make-A-Wish Eastern North Carolina remains in compliance in all aspects of chapter operations and to ensure transparency to the public. Train staff to always remain compliant.
- Complete applications for Charity Watchdog organizations.
- Maintain and ensure compliance and currency with all Government documents, licenses, chapter legal documents, office leases, and chapter historical documents.
- Maintain working knowledge of and comply with performance standards set by the National Office. Meet with CEO and senior staff to train and assist staff on changes to standards on an on-going basis.

ADMINISTRATION AND HUMAN RESOURCES

- Manage the human resource function assuring compliance with all applicable legal requirements. Lead or participate in the recruitment, hiring, onboarding, and compensation of staff. Help develop and maintain all job descriptions, job postings, and lead interview process as needed. Negotiate employment terms and create offer letters.
- Develop and implement personnel policies and procedures and maintain Employee Handbook.
- Liaison with employee management company.
- Manage and process payroll and related entries including 401(k) administration.
- Oversee new employee set up, benefits, and payroll enrollment for on-boarding of new employees.
- Maintain all employee files in accordance with all federal, state regulations, and National Office compliance. Lead annual review process, job descriptions and employee transitions/exit interviews.
- Responsible for all chapter benefits administration, including obtaining bids, negotiating costs, making recommendations, performing open enrollment, benefits meetings, processing applications, and claims.
- Report Statement of Values annually and update National with changes for liability insurance requirements.
- Remain up to date on new laws, standards, nonprofit best practices, state, and federal law on nonprofit operations.
- Supervise, engage, and mentor Office Manager and Data Analyst. Support Donor Care Specialist as needed. Serve as a mentor/model for all staff.
- Work with CEO and Senior Leadership Team on Strategic Plan and growth objectives for the organization.
- Regularly evaluate the Finance Department structure/function for continual improvement.
- Work with the CEO to support the Board of Directors, committees, and task forces as needed.
- Support regular and ad hoc performance and reporting requirements to ensure outcomes align with planning objectives.

INFORMATION TECHNOLOGY

- Oversee chapter's IT and technology operations including database management.
- Coordinate with National Enterprise Technology Services and chapter vendors on all local hardware and software support, including computers, servers, copiers, and other equipment.
- Coordinate hardware and software acquisition to include onboarding and asset portfolio management.
- Support staff on hardware and software needs.

FACILITIES

- Oversee and support office manager in all components of facility management, including vendor selection with competitive bidding, compliance with all regulations, cost analysis on repairs, and identification of in-kind donations and discounts.
- Maintain planned maintenance schedules for HVAC, exterior, parking lot, interior, flooring, fire safety system, security system, and other all equipment. Review multi-year repair/replacement projections and incorporate into capital campaign or annual operating budget and forecasts, as appropriate.
- Manage regional office leasing and provide cost analysis of options annually. Coordinate all aspects of office moves or changes as needed throughout chapter territory.
- Track and report on capital campaign progress, budgeting, and forecasting. Coordinate with appropriate staff on pledge reminders and new pledge commitment paperwork.

Perform other duties as assigned.

DESIRED EXPERIENCE AND SKILLS

- Requires a passion for and commitment to the Make-A-Wish mission.
- Finance, HR, and operations experience required; experience working as part of a senior management team desired.
- Minimum Bachelor of Arts or Science Degree in Accounting, Finance, Business Administration, or Economics required. Previous non-profit accounting, fiscal management, budgeting required with 5+ years progressive leadership experience.
- Self-motivated, detail-oriented professional with excellent organizational and interpersonal skills. Ability to prioritize and manage multiple responsibilities efficiently with minimum supervision. Composure in handling challenges required.
- Professional demeanor with ability to interact with employees and diverse stakeholders throughout Make-A-Wish.
- Excellent written, oral, interpersonal communication, and customer service skills essential.
- History of managing complex projects from inception to completion including data analysis and collection.
- Ability to maintain complete confidentiality and contribute to a collaborative, team-oriented, fast-paced organization.
- Proficient technical skills to include accounting software: Microsoft Office 365 (Outlook, Word, Excel, PowerPoint). NetSuite, and Salesforce experience a plus.

COMPENSATION

Salary Range to begin at \$85,000.

REWARDS AND BENEFITS

- Salary range begins at \$85,000 per year (pay periods are bi-monthly)
- Comprehensive benefit package: Medical, Vision, Dental with 100% employer-paid options
- Optional benefits for employee: Long-Term Disability and Life Insurance with 100% employer-paid options
- Flexible Work Environment
- 401(k) Retirement Savings Plan: up to 3% Match
- Generous PTO Package including sick, vacation, floating holidays, and an employee Sabbatical Program

WORKING CONDITIONS

Our office is in Raleigh, NC, however we remain committed to a flexible work environment. The individual must reside within the Raleigh NC area or be willing to relocate. This role requires regularly scheduled time in the office.

The above job description is meant to describe the general nature and level of work performed; it is not intended as an exhaustive list of all duties, responsibilities and required skills for the position. Employees will be required to follow any other job-related instructions and to perform other duties requested by their supervisor in compliance with Federal and State laws. Requirements are representative of minimum levels of knowledge, skills and/or abilities necessary to perform each duty proficiently. Continued employment remains on an "at-will" basis.

HOW TO APPLY

For immediate consideration, please send a resume and optional cover letter to Kristie Tagg at ktagg@eastnc.wish.org.

Make-A-Wish® Eastern North Carolina is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

We are committed to championing diversity, equity, and inclusion, fostering an organization that is accessible and welcoming for all wish families, volunteers, donors, and staff. We stand against racism, violence, and intolerance and aim to be inclusive of all people and backgrounds. Our chapter is committed to creating this environment to ensure we can meet our vision to grant the wish of every eligible child.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Make-A-Wish Eastern North Carolina makes hiring decisions based solely on qualifications, merit, and business needs at the time. For more information, read through our EEO Policy <https://wish.org/careers>.