JOB/POSITION TITLE: Technology Manager

Reports to: SVP Finance & Operations
Classification: Part-time (24 hours per week)
Compensation: $23 to $27 per hour commensurate with experience

JOB/POSITION SUMMARY:

Reporting to the Senior Vice President of Finance and Operations, the Technology Manager is responsible for the organization's overall data and business intelligence needs especially in regards to data management within Salesforce. The Technology Manager will play a vital role to help staff and the board of directors in the decision making to advance the Make-A-Wish fundraising, programming, and operational initiatives in order to fulfill the organization's vision of granting the wish of every medically-eligible child. This position follows a hybrid schedule to include up to two days working from home and at least one day in-person at the Charlotte, North Carolina office. Eligible for 403B retirement plan participation and up to 4% employer match, accrued paid time off (PTO), sick time, and chapter performance bonus compensation.

ROLE AND RESPONSIBILITIES

BUSINESS INTELLIGENCE

- Serve as business intelligence lead and "Galaxy Ambassador" representing the chapter within the 58-chapter Make-A-Wish America enterprise
- Ensure integrity and proper management of data, including administration of security
- Perform monthly data monitoring, maintenance, and data clean-up as well as identify and oversee maintenance projects
- Serve as liaison and primary manager for all national technology projects, including updates and expansion of Salesforce CRM, Gift Entry, Wish Management, and Volunteer Management modules
- Work with Make-A-Wish America and other chapters to leverage existing tools and learning opportunities to cultivate outcomes, metrics, and KPIs in support of enterprise-wide goals
- Communicate and manage change strategy in support of project execution and rollout including development of training materials

CHAPTER SUPPORT

- Partner with Finance & Operations Manager for staff computer setup and maintenance of network and office technology
- Assist development team with portfolio creation, maintenance, and goal tracking within Salesforce
- Create and maintain Salesforce dashboards and reports for use by the Program Services team documenting the journey of each child's wish within our pipeline from qualified referral to completed status

- Create reporting for Salesforce volunteer management as needed
- Partner with marketing team to manage segmentation of all donors to create and maintain donor contact lists for email and mail campaigns within various software platforms
- Understand, manage, and improve database standards for donor, event, volunteer, and wish data in compliance with national standards of use
- Create queries, exports, and reports within Salesforce and PowerBI and utilize quantitative and qualitative techniques to analyze data in order to provide decision making support to staff and board of directors
- Create and maintain database procedure manuals. Provide Salesforce training as needed to current and new staff
- Participate as a member of staff at events as needed. Attend monthly staff meetings and quarterly operations department meetings
- Perform other job-related duties, as assigned

FINANCIAL REPORTING

- Collaborate with Make-A-Wish America Shared Financial Services (SFS) and SVP Finance & Operations on Accounts Receivable reporting ensuring accurate and timely data flow from Salesforce to Oracle NetSuite financial reporting software by partnering with the Administrative Manager to efficiently create and update constituent records as well as code and enter gifts
- Assist SVP Finance & Operations on variance to budget reporting ahead of monthly Finance Committee calls, bimonthly board of directors meetings, and periodic internal revenue meetings
- Participate on biweekly calls with SFS to monitor progress towards month end financial closing

QUALIFICATIONS

- Bachelor's degree in business intelligence or related field or any combination of relevant experience and education that would contribute directly to the position
- Two+ years of Salesforce database management and analysis experience required. Experience with Power BI Platform is preferred
- Above average data entry skills and demonstrated ability to work with a high level of accuracy required
- Able to work independently and with a team. Desire to support team goal achievement
- Intellectually curious and passionate about solving challenging problems
- Excellent organizational, interpersonal and time management skills
- Strong computer skills, including Microsoft Word, Excel, Outlook and database management software
- Two or more years working in a nonprofit environment desired

Email cover letter and resume stating the position you're applying and salary requirements to resume@nc.wish.org. Please add position applying for in SUBJECT line of email.

Deadline to Apply: May 25, 2024