



Operations Coordinator

Job Summary

The Operations Coordinator is responsible for providing operational support across departments for the organization. The Coordinator will be a key member of the Operations team, and will manage many steps in the daily operations of Make-A-Wish CT. This person will be a staff liaison to Shared Financial Services and will communicate directly to them when needed regarding accounting or financial needs. This person will manage the daily donation processing, donor acknowledgement letters and memorial gift acknowledgements, matching gifts, office supplies, and daily package and mail receipt.

The Successful Candidate

The ideal candidate will be a quick learner and someone who can think on their feet. Outstanding communication and interpersonal skills are essential. A strong work ethic combined with honesty and integrity is an absolute requirement as is a dedication to the mission of Make-A-Wish. A collaborative style will result in a strong departmental and Chapter structure, ensuring success for all. The successful candidate will be someone who enjoys a strong team environment. To be successful as an Operations Coordinator, this person should be able to resolve problematic situations efficiently and have excellent communication and organizational skills.

Position Responsibilities

- Handle daily mail process from intake to acknowledgement letter, including opening, sorting, and processing.
- Deposit incoming checks into bank account using electronic deposit machine.
- Support accounting and financial needs by preparing and submitting cash, credit cards, ACH, wire transfers, stock donations and in-kind logs; handling weekly invoicing; creating give/get statements; and managing the pledge process.
- Manage memorial donation process.
- Provide operational support to chapter staff by managing office supply inventory, coordinating mailing services and deliveries (this would be arranging for mail and courier pickups, labels, etc. as needed), and supporting Wishing Place visits.

GENERAL

- Adhere to all Make-A-Wish America performance standards and Make-A-Wish Connecticut internal controls, policies and procedures, including maintenance of the Associates database.
- Represent Make-A-Wish Connecticut at the required internal and external events.
- Foster a culture of cooperation and collaboration among the various departments of the Chapter.
- Maintain transparent reporting, information and records that are commensurate with a first-class organization
- Demonstrate commitment to personal growth and development of self and team

- Perform other duties as assigned

Knowledge, Skills, and Abilities Requirements

As with all members of Make-A-Wish Connecticut staff, the Operations Coordinator must believe in the mission and vision of Make-A-Wish. He or she must model integrity, work to inspire colleagues and contacts and strive to build a solid base of loyal donors. In addition, the Operations Coordinator should:

- Possess an energetic, outgoing personality with a sense of humor
- Be well organized, self-motivated and detail oriented
- Collaborative work ethic with strong interpersonal and problem-solving skills.
- Possess high levels of integrity, trustworthiness, flexibility, compassion, and humor necessary to address the practicalities of a growing nonprofit, along with the creativity and persistence required to elicit new thinking and change.
- Be able to work with minimal supervision, to manage multiple priorities, and to work in a deadline driven environment.
- Flexibility to work outside standard work hours.
- Must be proficient in Microsoft Office (Word, PowerPoint, Excel, Outlook).
- Experience with Salesforce a plus but not a requirement

About Us

Make-A-Wish believes that a wish experience can be a game-changer for a child with a life-threatening medical condition. This one belief guides us in everything we do. It inspires us to grant wishes that change the lives of the kids and families we serve.

Make-A-Wish Connecticut is part of the nation's largest and most well-established wish granting organization, with chapters and volunteers throughout the U.S. and abroad. The work of Make-A-Wish is accomplished by a volunteer governing board of directors, a paid staff of dedicated employees, and hundreds of dedicated volunteers.

Our local staff is dedicated to creating life-changing wishes for children with critical illnesses. We are committed to maintaining the Foundation's vision of reaching every eligible child and making his or her one true wish come true.

We respect and ensure equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability and other legally protected characteristics.