



# Finance & Operations Coordinator

## Make-A-Wish South Dakota & Montana

**Department:** Strategy & Operations

**Reports To:** Director of Operations & Strategy

**FLSA Status:** Full Time – Non-Exempt

### **About Make-A-Wish South Dakota & Montana**

Make-A-Wish South Dakota & Montana is headquartered in Sioux Falls, SD. The chapter is an independent 501(c)(3) nonprofit serving the entirety of the two states and is one of 57 chapters in the country chartered and networked by Make-A-Wish America headquartered in Phoenix, Arizona.

The organization serves children with critical illnesses and their families. With a dedicated and collaborative staff, team members who are mission-driven and motivated enjoy playing a role in the significant statewide impact of Make-A-Wish South Dakota & Montana.

Since its inception, the chapter has granted more than 2,025 wishes across both states. More than 200 engaged volunteers help the chapter fulfill its mission.


### **Key Responsibilities to Achieve Success**

**Financial Operations Coordination:** Coordinate execution of all regular chapter financial transactional & reporting activities - to provide accurate and timely chapter financial performance information to all.

1. Follow all established chapter financial & reporting processes, adhering to deadlines and standards related to G/L, A/P, A/R, and balance sheet activities. **(EFFECTIVE PROCESS)**
2. Understands & monitors adherence to all chapter financial controls & policies across all activities **(GOVERNANCE)**
3. Demonstrates a commitment to confirming the accuracy & timeliness of all financial information through effective oversight and review of activities conducted across the organization. **(ACCURATE)**
4. Maintains an accurate and current understanding of chapter reporting structures and financial reporting objectives. **(EFFECTIVE REPORTING)**

**Wish Granting Financial Facilitation:** Ensure completion of all financial tasks and activities related to each wish being granted – in ways that ensure overall wish success and effective wish-level financial reporting.



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1. Completes or ensures completion of all necessary wish granting financial activities before and after the wish granting process. **(ATTENTIVE)**
  2. Demonstrates a commitment to timely and responsible resolution of financial wish-related issues that may arise for wish families or the wish granting team. **(WISH OVERSIGHT & SUPPORT)**
  3. Monitor and understand the wishes in the pipeline and their associated budgets – including both cash and in-kind financial elements. **(WISH FINANCIAL RECONCILIATION)**

**Chapter Office Operations:** Oversee, coordinate and perform necessary overall chapter office operations – to promote efficient business activities & processes and achieve favorable operational outcomes.

1. Monitor & direct regular daily office traffic, activities & deliveries – including visitors, mail, package delivery, and facility needs – to ensure processes are followed, issues are identified & resolved, and internal and external stakeholders are served. **(DAILY OFFICE OVERSIGHT)**
2. Accept and resolve ad hoc requests for assistance & complete all assigned internal chapter administrative tasks directly or in conjunction with others. **(SPECIAL REQUESTS & TASKS)**
3. Proactively monitor facility condition and office supply needs, resolve issues & maintain appropriate levels to support daily operations. **(FACILITY AND SUPPLIES MANAGEMENT)**

**Capability Development:** Identify and implement chapter operational/financial and personal improvement initiatives - in ways that enhance overall chapter operating effectiveness.

1. Displays critical thinking to identify meaningful & impactful chapter operational improvement opportunities **(Element: FLEXIBLE & INNOVATIVE)**
2. Constructively engages with chapter team to assist with analysis, recommendations, documentation, and successful implementation of operational improvement initiatives to increase & optimize operational effectiveness **(Element: VERSATILE & PROGRESSIVE)**
3. Demonstrates commitment to improving professional communication, collaboration, and leadership skills as well as relevant financial management subject matter expertise through research, training, networking, etc. **(PROFESSIONAL EXPERTISE)**

## **Qualifications**

- Passion for and commitment to the Make-A-Wish Mission
- Relevant experience with financial and accounting systems
- Desire to work autonomously while collaborating regularly
- Ability to see and communicate trends
- A bias towards action; comfortable diving in and ‘figuring it out’ but also taking direction when appropriate
- Professional communication skills





- Excellent and demonstrated project management, time, and priority management
- Located in or willing to relocate to Sioux Falls, South Dakota. This role is an in-office position primarily Monday through Friday during regular business hours from 8am-4:30pm
- Bachelor's degree preferred

## **Compensation and Benefits**

Make-A-Wish South Dakota & Montana offers the following benefits package for this position:

- Competitive salary dependent on proven experience
- Medical and dental insurance. Health Savings Account if applicable.
- Simple IRA contributions
- 10 Paid holidays
- Paid time off (PTO)
- Employee Assistance Program (EAP)

To apply, please email your resume and cover letter to  
Kaylee LaClair, Director of Strategy and Operations

[klaclair@sdm.wish.org](mailto:klaclair@sdm.wish.org)

Only candidates selected for an interview will be contacted. No phone calls please.

*Make-A-Wish South Dakota & Montana is an Equal Opportunity Employer and does not discriminate on the basis of race, ancestry, national origin, color, religion, gender, age, marital status, sexual orientation, disability or veteran status*

