

MAKE-A-WISH FOUNDATION OF GREATER LOS ANGELES  
JOB DESCRIPTION

Job Title: Vice President of Operations (Integrator)  
Department: Operations  
Reports To: Chief Executive Officer  
FLSA Status: Exempt

**Position Summary:** Make-A-Wish GLA, one of the nation's most recognized nonprofits, seeks a mission-driven, results-oriented Vice President of Operations to lead and optimize our internal operations. The Vice President of Operations will be a key member of MAWGLA's leadership team and will report directly to the CEO, ensuring efficiency, profitability, and alignment with organizational goals. This strategic leader will oversee the Mission (Program) Team, Administration, Human Resources, and Finance, ensuring that all departments are aligned with our vision and equipped to deliver on our mission to grant life-changing wishes for children with critical illnesses.

The VP Operations will provide oversight into all operations including fiscal management, human resources, office management, internal and board communications and processes, technology and infrastructure, and oversight of legal matters including compliance with national and local governing policies. The VP Operations will oversee all MAWGLA assets and manage the organization's financial resources, ensuring that sufficient controls are in place and are implemented.

This is an ideal opportunity for a systems thinker who thrives in a collaborative, fast-paced nonprofit environment and is passionate about operational excellence, team empowerment, and measurable impact.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties may be assigned.

**Strategic Vision & Execution**

- Translate the CEO's vision into actionable operational strategies with clear metrics and timelines.
- Lead cross-functional alignment to ensure all departments are working toward shared goals.
- Collaborate with the CEO on building a strong organizational structure.

### **Organizational Leadership**

- Oversee daily operations and provide leadership to the Mission (Program), Admin, HR, and Finance teams, ensuring they align with company objectives and maintain high performance levels.
- Build and refine systems that support scalability, efficiency, and accountability.
- Lead, coach, and develop team members, including hiring, training, and performance evaluations, to build a strong and engaged workforce that is empowered and motivated to serve the community.
- Mentor and empower department leaders through structured communication and clear expectations.
- Foster a culture of trust, engagement, and shared purpose across the organization.
- Track key performance indicators (KPIs) and operational metrics to monitor performance, identify areas for improvement, and make data-driven decisions.
- This role will be responsible for building and developing a support team to assist in carrying out the responsibilities outlined in the job description.

### **Operational Strategy and Planning**

- Develop and implement operational plans that support the Chapter's overall strategic goals, including budgeting, resource allocation, and process improvement.
- Management and oversight of Operations personnel, including facilities management.
- Manage insurance policies, claims and procedures through the national office.
- Ensure compliance with Make-A-Wish Chapter Agreement and Performance Standards.
- Ensure compliance with California employment laws and implement strategies to mitigate risks and ensure a safe working environment.
- Continuously evaluate and improve operational processes to enhance efficiency, productivity, and cost-effectiveness.
- Conduct audits of current workflows and implement improvements using data-driven insights.
- Leverage technology platforms (e.g., CRMs, project management tools) to streamline collaboration and performance tracking.
- Liaise with Make-A-Wish America IT/Risk/Security to ensure understanding of policies and procedures to support staff technology needs.

### **Mission Leadership**

- Provides comprehensive leadership, accountability and mentoring to all members of the Program Team (e.g. Wish Granting, Medical Outreach, and Volunteer) including performance and professional development that is aligned with organizational goals.
- In collaboration with the Sr. Director for Wish, plan and implement annual mission delivery vision and strategy to meet and/or exceed the number of budgeted wishes.

- In collaboration with CEO, create, develop, implement, and monitor strategy to achieve national benchmarks for wish growth/granting.
- Manage risk by consistently implementing compliance of National and Chapter wish granting policies, guidelines, standards, and procedures to ensure consistent program quality.

### **Financial & Resource Oversight**

- Optimize allocation of financial and human resources to support strategic goals.
- In collaboration with the CEO and Senior Leadership, create an annual budget planning strategy and develop a budget, including the creation of a budget timeline, budget development tools and managing the budget approval process with Finance Committee and Board of Directors.
- Effectively manage resources, including staff, equipment, and budget, to optimize performance and minimize costs.
- Develop, manage, and track annual financial plan including performance standards and metrics, budget, strategic financial planning, and cash flow management.
- Responsible for ensuring that all financial statements and the 990 are accurate and completed in a timely manner.
- Serve as staff liaison to the Board Finance Committee and the Board Treasurer.
- Oversee and manage investment policy, monitor investment funds and the financial requirements of the organization.
- Ensure compliance with all policies, performance standards and internal controls related to accounting/legal, cash management and investments, and all state, local and federal regulations and requirements for 501(c)(3) status.
- Maintain knowledge of local, state and federal regulations and laws governing business operations.

### **Human Resource Management**

- Proactively address challenges with a solutions-focused mindset.
- Lead change initiatives that enhance organizational resilience and adaptability
- Address and resolve conflicts, negotiate with vendors and partners, and manage relationships to ensure smooth operations.
- Manage and implement changes to operational processes and strategies, while ensuring minimal disruption and maximizing efficiency.
- Administration of Benefit Plan Administration including vendor selection, plan recommendations, cost analysis and management, and enrollment.
- Manage relationship with human resource consulting group to ensure staff is maximizing the benefits of their services. This may also include employee relations, counseling, exit

interviewing, recruitment, orientation/onboarding, and maintenance of human resource files.

- Lead and administer the annual review process, administration of salary, 403(b) and bonus programs.
- Develop and implement personnel policies and procedures, including maintaining the employee handbook and manual.

### **First 90 Days**

- Conduct a comprehensive audit of operational workflows.
- Establish key performance indicators (KPIs) and monitoring systems.
- Roll out initial process improvements to enhance efficiency and accountability.
- Align departmental goals with strategic priorities.

### **Qualifications**

#### **Required**

- Demonstrated leadership ability with extensive business experience and broad, deep process driven, functional expertise in the areas of operations, administration, accounting, finance, and human resources (15+ years preferred).
- A high level of integrity, trustworthiness, flexibility, compassion and humor necessary to address the practicalities of a growing non-profit, along with the creativity and persistence required to elicit new thinking and change.
- Proven ability to translate strategic vision into detailed operational plans.
- Demonstrated success in developing a collaborative, team-oriented organization
- Strong analytical skills with experience using data to inform decisions.
- Experience scaling digital products and tech platforms for end users.
- Demonstrated success in financial planning, strategic planning, and process improvement.
- Experience in operations management, including human resources, facilities planning and management, and purchasing and contracts.
- The ability to lead within a fast-moving, changing environment.
- Exceptional written, oral, and interpersonal communication skills.
- A genuine commitment to the Make-A-Wish Greater Los Angeles mission, vision, and values.
- A minimum of B.A. in a related field.

#### **Preferred**

- Expertise in process improvement methodologies (e.g., Lean, Six Sigma).
- Familiarity with CRMs and digital learning platforms.

- Background in nonprofit, education, or mission-driven organizations.
- Experience in small to medium-sized organizations.
- Familiarity with the Entrepreneurial Operating System (EOS).

#### Competencies

- Communication: Expresses ideas clearly and effectively in both written and verbal formats.
- Dependability: Follows through on commitments and takes responsibility for outcomes.
- Planning & Organization: Prioritizes tasks, sets goals, and integrates changes smoothly.
- Quality: Continuously improves processes and measures key outcomes.
- Technology Use: Adapts to new tools and uses technology to increase productivity.

#### Work Environment

This hybrid role is based in Los Angeles, California, and may require occasional evening or weekend work, as well as travel throughout the region.

#### Compensation & Benefits

- Salary Range: \$140,000 – \$160,000 annually, plus the possibility of performance-based incentives.
- Benefits: Medical, dental, and vision insurance, 401(k), PTO, and paid holidays, retirement benefits with employer match.
- While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel. The employee is frequently required to talk or hear. The employee is occasionally required to stand and walk. The employee must be able to occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.
- The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

Interested applicants should email resume and cover letter in PDF format to: [hr@la.wish.org](mailto:hr@la.wish.org)