

Job/Position Title: Administrative and Executive Assistant
Reports to: CEO, VP of Finance & Operations
Classification: Full-time; Non-Exempt



POSITION SUMMARY

The Administrative and Executive Assistant supports the CEO, Board of Directors, and VP of Finance & Operations by managing schedules, communications, and administrative tasks to ensure smooth organizational operations at Make-A-Wish® Wisconsin.

JOB DUTIES AND RESPONSIBILITIES

Executive Support Responsibilities

- Acts as assistant to the CEO which includes, but is not limited to, providing scheduling and managing calendar, preparation of meeting documents, preparation of expense reports, managing files, research and communications, coordinating staff meetings, senior leadership meetings, retreats, recognition, travel, and general administrative support.
 - Supports CEO with donor notes and tracking, ensures accurate recording of information in Salesforce database and files, assists with donor care/stewardship/recognition (Board thank you notes/calls, calendar).
 - Supports CEO with employee recognition, administrative forms: birthdays, anniversaries, Board/staff list, hiring/onboarding duties, etc. Assists CEO on special projects and internal event support as needed. Acts as liaison between departments.
- Serves as a primary liaison to the Board of Directors including scheduling, communicating, and coordinating Board committee meetings & Board-specific events; managing Board and committee meeting minutes; compiling and editing email communications to the Board on chapter activity; maintaining/updating Board committee assignments, preparation of Board orientation materials, tracking Board of Directors' annual giving and creation of Board report card. Ensures appropriate approvals by Board are made over the course of the fiscal year.
- Supports special constituent committees as needed.

Administrative Responsibilities

- Assist VP of Finance & Operations with scheduling and provide administrative support as needed.
- Generate donor acknowledgement letters for gifts received via mail, online, and event-specific donor thank you letters as needed. Works with office volunteers to ensure mailing in a timely manner.
- Supports team with planned giving tracking and matured estate payouts.
- Ensures back-up coverage of the front desk during business hours, opens the mail and prepares ledger for deposit. Facilitates use of local courier service.
- Always maintains a professional presence and rapport in interactions by phone or in person, in the face of rapidly changing circumstances, with Board members, volunteers, donors, wish families, staff, and the community at large.
- Performs other duties as assigned.

QUALIFICATIONS

- A commitment to and passion for the Make-A-Wish mission. Must maintain a high degree of confidentiality and discretion while regularly dealing with sensitive information and issues.
- Bachelor of Arts or Science Degree preferred, or equivalent work experience.
- Previous non-profit and executive level administrative support experience desired.
- Outstanding customer service skills required. The ability to work effectively with diverse groups successfully in a fast-paced, collaborative, team-oriented organization is essential. A demonstrated commitment to high professional and ethical standards.
- Knowledge of Microsoft Office programs and general office equipment. Salesforce experience desired. Strong technological competence required.
- Positive, self-motivated, creative, problem-solving team player who is a detail-oriented, highly organized, caring professional with excellent written, oral, organizational and interpersonal skills. The ability to prioritize and manage multiple responsibilities at a time with minimal supervision is essential.
- Must have a valid driver's license, reliable transportation and be willing to work evening and weekend hours as needed.

Submit cover letter, resume and salary requirements (required) to: info@wisconsin.wish.org by August 22, 2025.

Subject Line should read "Administrative and Executive Assistant."

NO PHONE CALLS PLEASE! Only candidates selected for interview will be contacted.