

# **Make-A-Wish Foundation of Eastern North Carolina**

## **Operations and Administrative Manager**

**Job Description Title: Operations and Administrative Manager**

**Reports To: VP of Operations and Finance**

**Location: Raleigh, NC**

**Classification: Full Time Exempt**

### **Position Summary**

The Operations and Administrative Manager provides essential operational, financial, and administrative support to ensure the smooth day-to-day functioning of Make-A-Wish Eastern North Carolina. Reporting to the Vice President of Operations and Finance, this position is responsible for accounts payable and accounts receivable processing, clerical office support, database and records management, and general administrative and operational assistance to staff and leadership. This role also provides administrative support to the CEO as needed. The ideal candidate is organized, detail-oriented, dependable, and passionate about supporting the mission of creating life-changing wishes for children with critical illnesses.

### **Key Responsibilities**

#### **Financial Administration**

- Process accounts payable, including vendor invoices, check requests, expense reimbursements, and payment tracking
- Process accounts receivable, including donations, event revenue, invoicing, deposits, ACH transactions, and matching gifts
- Record revenue and donor payments accurately to ensure the CRM remains current and up to date
- Maintain accurate financial records and supporting documentation
- Provide proactive financial support to staff, including responding to general questions regarding coding, payment status, reporting, and financial processes
- Work with Shared Financial Services (SFS) to support the effective processing of check requests, expense reports, adjustments, accounts payable, and other financial transactions
- Manage restricted gifts, matching gifts, and in-kind donations to ensure proper receipt, compliance, coding, and reporting
- Serve as administrator for the chapter purchasing card program, including ensuring proper backup documentation and coding for monthly expense reports for the CEO
- Manage the chapter wish prepaid credit card program
- Coordinate with the Vice President of Operations and Finance and external accounting or finance partners as needed
- Ensure prompt and complete data entry into accounting and donor management systems to support accurate and timely financial reporting

#### **Administrative Support**

- Provide day-to-day clerical and office support to staff and leadership
- Provide administrative assistance to the CEO and Vice President of Operations and Finance as needed
- Serve as the first point of contact for callers and visitors, providing a professional, welcoming, and responsive experience while addressing general inquiries
- Manage office supplies, mail distribution, filing systems, and general office organization
- Prepare for staff and board meetings, including coordinating logistics such as scheduling, ordering lunch, setting up meeting spaces, and ensuring workspaces are organized and ready for use

- Assist with preparation of reports, presentations, correspondence, and occasional donor acknowledgments

### **Operations Support**

- Maintain organized electronic and paper records
- Assist with database management and data integrity
- Support compliance with organizational policies and procedures
- Coordinate vendor relationships and office service providers
- Assist the SLT and CEO with special projects and operational initiatives as assigned

### **Qualifications**

- Bachelor's degree or equivalent professional experience preferred
- Experience with accounts payable and accounts receivable preferred
- Strong organizational skills and attention to detail
- Proficiency in Microsoft Office Suite (Excel, Word, Outlook)
- Experience with accounting software, CRM systems, and financial databases preferred
- Excellent written and verbal communication skills
- Ability to manage multiple priorities in a fast-paced nonprofit environment
- Demonstrated professionalism, discretion, and reliability

### **Preferred Attributes**

- A heartfelt dedication to serving others and advancing life-changing missions
- Passion for advancing the Make-A-Wish mission and serving children and families
- Positive attitude and strong customer service orientation
- Ability to work independently and collaboratively as part of a team
- High level of professionalism, discretion, and confidentiality
- Strong problem-solving and time management skills

### **REWARDS AND BENEFITS:**

- Salary - \$50,000 per year (pay periods are bi-monthly)
- Comprehensive benefit package: Medical, Vision, Dental with 100% employer-paid options
- Optional benefits for employee: Long-Term Disability and Life Insurance with 100% employer-paid options
- Flexible Work Environment
- 401(k) Retirement Savings Plan: up to 3% Match
- Incentive bonus plan offered based on individual & organizational performance
- Generous PTO Package including sick, vacation, and floating holidays

### **WORKING CONDITIONS:**

Our office is located in the North Hills area of Raleigh, NC. We are committed to providing a flexible hybrid work environment. This position requires regular in-office attendance on Mondays and Wednesdays, with the opportunity to work remotely on the remaining business days, subject to organizational needs and supervisor approval. Candidates must reside within a reasonable commuting distance of Raleigh, NC.

The above job description is intended to describe the general nature and level of work performed by the individual assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, and qualifications. Employees may be required to perform other job-related duties as assigned and must comply with all applicable federal and state laws. The requirements listed are representative of the knowledge, skills, and abilities necessary to perform the essential functions of the position successfully.

Employment with Make-A-Wish Eastern North Carolina is at will and may be terminated by either the employee or the organization at any time, with or without cause or notice, subject to applicable law.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Physical requirements include the fine motor skills needed to use a keyboard and similar electronics. The vision requirements include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**HOW TO APPLY:**

**For immediate consideration, please send a resume and optional cover letter to Glynda Westerbeek at [gwesterbeek@eastnc.wish.org](mailto:gwesterbeek@eastnc.wish.org). Please add the position applying for in the SUBJECT line of email.**

*Make-A-Wish® Eastern North Carolina is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. We are committed to championing diversity, equity, and inclusion, fostering an organization that is accessible and welcoming for all wish families, volunteers, donors, and staff. We stand against racism, violence, and intolerance and aim to be inclusive of all people and backgrounds. Our chapter is committed to creating this environment to ensure we can meet our vision to grant the wish of every eligible child. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Make-A-Wish Eastern North Carolina makes hiring decisions based solely on qualifications, merit, and business needs at the time. For more information, read through our EEO Policy <https://wish.org/careers>.*