

Job/Position Title: Executive Assistant
Reports to: CEO
Classification: Full-time; Non-Exempt



POSITION SUMMARY

The Executive Assistant provides high-level administrative and organizational support to the CEO and Board of Directors by coordinating meetings, managing communications, preparing materials, recording minutes, and supporting day-to-day operations.

JOB DUTIES AND RESPONSIBILITIES

Executive Support Responsibilities

- Provide comprehensive executive support to the CEO, including calendar management, scheduling, meeting preparation and materials, expense reporting, document and file management, research, communications, travel coordination, and related administrative support.
- Coordinate staff and leadership meetings, retreats, recognition programs, onboarding support, and special projects while serving as a liaison across departments to support organizational priorities.
- Manage internal executive communications and communicate CEO updates and organizational initiatives to staff.
- Support donor stewardship within CEO's portfolio by tracking engagement activities, maintaining accurate records in Salesforce, and assisting with donor recognition initiatives.
- Plan and support all Board-related meetings and events, including scheduling, securing space and equipment, preparing and distributing meeting information and agendas, confirming attendees, ordering food and gifts, taking minutes, verifying quorum, documenting motions, and following up on action items.
- Maintain Board governance records and processes, including committee assignments, Board rosters, annual giving records, Board Giving Report Cards, governance documentation, National Make-A-Wish reporting, Board member recruitment, onboarding, training, background check compliance, and required approvals.
- Coordinate all CEO and Board member business travel arrangements, including airfare, ground transportation, lodging, conference registrations, and itineraries.

Administrative Responsibilities

- Ensure back-up coverage of the front desk during business hours.
- Open and distribute mail, preparing deposit for any funds received, ensuring adherence to organizational policies, procedures, and internal controls. Facilitate use of local courier service.
- Support team with planned giving tracking and matured estate payouts.
- 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.
- Support the Leadership Team as needed.
- 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 board experience and 2+ years 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. Ability to manage multiple tasks and projects simultaneously and have a strong attention to detail. A demonstrated commitment to high professional and ethical standards.
- Knowledge of Microsoft Office programs and general office equipment. Adobe and 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.

Work Schedule and Location

Hybrid Schedule is available after a trial period. Maintain a hybrid work schedule with a minimum of three days per week in the Wauwatosa office. Demonstrate flexibility to adjust in-office presence as needed to support organizational priorities, meetings, events, and business operations.

Other

Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Submit cover letter, resume and salary requirements (required) to: info@wisconsin.wish.org by October 24, 2026.

Subject Line should read "**Executive Assistant.**"

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