



Accounting & Office Assistant

*Operations Department * Full-Time * Non-Exempt*

POSITION SUMMARY

The Administrative & Accounting Assistant serves as a key member of the Operations team, providing accounting, administrative, and office management support to ensure the efficient operation of the chapter. This position is responsible for accounts payable processing, donation and donor record administration, office reception, and office maintenance. This team member serves as a primary point of contact for visitors, vendors, and staff while supporting the chapter's financial and operational processes in alignment with Make-A-Wish policies and procedures

THE ROLE

Accounting & Finance:

- Accounts Payable
 - Maintain vendor records and ensure required documentation is received and updated.
 - Enter invoices and employee expense reimbursements into the financial system.
 - Process weekly accounts payable transactions and maintain supporting documentation.
 - Prepare accounts payable files and distribute approved payments as directed.
 - Maintain paid invoice files and electronic records.
 - Assist with Positive Pay and other banking administration activities.
 - Support month-end and year-end accounting processes.
 - Prepare and upload journal entries as assigned.
- Corporate & Wish Family Credit Cards
 - Download and distribute monthly corporate credit card statements.
 - Review employee expense reports for accuracy, coding, approvals, and supporting documentation.
 - Monitor submission deadlines and follow up with staff regarding outstanding reports.
 - Maintain corporate card files and supporting documentation.
- Donation Processing & Revenue Administration
 - Open and process incoming mail and donations in compliance with internal control procedures.
 - Prepare bank deposits and maintain bank logs.
 - Process credit card and online donations in accordance with chapter procedures.
 - Create memorial and tribute acknowledgements.
 - Assist with donor gift entry and documentation.
 - Support reconciliation of donation records between systems.
- Month End Process
 - Assist with the month-end close activities to ensure timely and accurate financial reporting.
 - Prepare and post journal entries as assigned.
 - Reconcile designated balance sheet accounts.

Office Administration and Reception

- Reception & Visitor Management
 - Serve as the first point of contact for visitors, volunteers, vendors, and callers.

- Answer and route incoming telephone calls professionally and efficiently.
 - Receive and distribute incoming mail and packages.
 - Coordinate outgoing mail, overnight deliveries, and courier services.
- Office Operations
 - Maintains office supplies for the chapter. Orders the requested/approved supplies.
 - Maintains office equipment, insuring proper operation, and adequate supplies.
 - Serves as liaison to landlord/property manager regarding office maintenance issues.
 - Ensure conference rooms and common areas remain organized and professional.
 - Serves as point person for the external groups utilizing the chapter's conference rooms.

Data Management & Systems Support

- Salesforce Administration
 - Create and maintain donor records in Salesforce according to chapter business rules.
 - Update donors contact information and constituent records.
 - Assist with gift batch preparation and data entry.
 - Maintain accurate records and supporting documentation for donations and constituent interactions.
- Gift Acknowledgements
 - Create acknowledgement letters for donations received – ensuring proper tax language.

Operations – Human Resources:

- Maintain the chapter's staff listings – addresses, extensions and cell phones.

Mission Support:

- Wish Family Cards
 - Order requested wish family cards via the online system.
 - Setup the temporary credit limits as outlined in the approval wish family card request.
 - Prepares the delivery/pick-up of the wish cards per instructions noted on the approved wish family card request form.
 - Maintains the Inventory tracking system for wish family cards.

Other:

- Prioritizes incoming work from varying sources to ensure timely processing and completion of needed information.
- *Performs other related duties as assigned or requested.*

REQUIRED SKILLS & CORE COMPETENCIES

- Education and experience:
 - Associate or Bachelor's degree in Accounting.
 - Minimum of 2 years work experience in a related field, such as project management, office administration, or customer service management.
- Managing people:
 - People management – The ability to engage and support stakeholders in a systematic and intentional manner to meet the organization's strategic objectives.
 - Communications and interpersonal skills – The ability to relate with different people in different communities and organizations.
 - Empathy and emotional intelligence – The ability to be empathic towards wish families, team members and stakeholders.
 - Team player – The ability to support multiple departments and team members with a positive attitude and enthusiasm.
- Managing programs, projects, and priorities:
 - Organization and detailed oriented – The ability to track and organize multiple programs and priorities.
 - Time management – The ability to complete tasks in an accurate and timely manner.
- Data management and computer literacy skills:
 - Proficient in Salesforce and data management.
 - Proficient in Microsoft Office suite of programs.
 - Experience with accounting software and financial systems.
 - Able to learn new software programs quickly.
- Other:
 - Strong written and verbal communication skills.
 - Demonstrates commitment to the mission of Make-A-Wish.
 - Ability to motivate, support, and work directly with a diverse constituency.
 - Professional attitude and appearance.
 - Problem solving skills.

WHAT WE OFFER

- Competitive salary
- Paid time off:
 - Vacation – 12 days per year, increasing with tenure;
 - Personal Leave – 12 days per year; and
 - Holiday – 12 days per year.
- Comprehensive benefit package that is paid for by Make-A-Wish Mid-South, including medical, dental, vision, disability and life insurance.
- 401k Retirement Savings Plan, including a match after completion of six months of service.
- Employee Awards and Recognition Programs.

HOW TO APPLY

To apply, please send a cover letter, resume and salary requirements to careers@midsouth.wish.org. Applications without a cover letter and salary requirements may not be considered.

Make-A-Wish Mid-South is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, gender identity or expression, sexual orientation, national origin, ancestry, age, disability, marital status, veteran status, or any other status protected by applicable federal, state, or local law.