



Make-A-Wish® Massachusetts and Rhode Island Data & Systems Specialist Job Description

Department: Finance & Operations **Reports to:** Chief Operating Officer **Type:** Full-Time, Exempt
Location: Hybrid, Boston based **Salary Range:** \$70,000-\$75,000, depending on experience

ABOUT US

Make-A-Wish® Massachusetts and Rhode Island is a 501(c)(3) non-profit organization. Founded in 1983, our mission is to create life-changing wishes for children with critical illnesses. We are more than a great place to work; our work is transformative. We are an inclusive and diverse group of people who, through a mosaic of backgrounds and experiences, are united in purposeful work. We are fueled and guided by our values, represented in the inspired people we work with and the transformational work we do every day.

JOB SUMMARY

At Make-A-Wish Massachusetts and Rhode Island, every improvement in our systems, data, and processes helps us grant more wishes for children with critical illnesses. The Data & Systems Specialist plays a unique cross-functional role, helping teams across the organization make informed decisions, operate efficiently, and maximize mission impact. Working closely with the Chief Operating Officer and the Vice President of Finance, this position is responsible for maintaining and improving organizational databases and systems, developing reporting and analytics, supporting key financial operations, and leading process improvement and technology initiatives. The ideal candidate is a curious, analytical problem-solver who enjoys working across departments and finding smarter ways to get things done.

MAJOR RESPONSIBILITIES

- **Systems and Data:** Support the effective use of Salesforce and related systems by maintaining data quality, assisting with data governance practices, and serving as a liaison with Make-A-Wish America's technology and database teams.
- **Reporting and Analytics:** Develop and maintain dashboards, reports, and analytics in Salesforce and Power BI that support wish delivery, fundraising, finance, and executive decision-making.
- **Finance and Operations:** Support financial and operational activities, including accounts payable, reconciliations, financial reporting support, recordkeeping, and cross-functional projects.
- **Process Improvement:** Identify opportunities to improve processes and leverage technology, automation, and AI to enhance organizational effectiveness and scalability.
- **AI Solutions:** Design, prototype, and lead the implementation of AI-driven solutions, including business case evaluation, workflow design, and proof-of-concept development.

- **Staff Support:** Serve as a resource for staff on systems, reporting, and best practices, helping teams make effective use of organizational data and technology.
- **Additional Projects and Support:** Work on projects as designated by the Chief Operating Officer and be comfortable rolling up your sleeves to support organizational activities as requested.

QUALIFICATIONS

Education and Experience:

- Bachelor's degree or equivalent professional experience required; a master's degree is a plus.
- Experience with Salesforce CRM administration, reporting, and data management.
- Experience developing dashboards and data visualizations using Microsoft Power BI or a similar business intelligence tool.
- Experience supporting finance, operations, business systems, or related functions.

Skills and Abilities:

- Strong analytical, organizational, and problem-solving skills.
- Exceptional attention to detail and commitment to data accuracy.
- Knowledge of database management, reporting, and data governance best practices.
- Familiarity with automation and programming tools such as Power Automate, SQL, Python, VBA, or similar technologies.
- Strong written and verbal communication skills.
- Ability to manage multiple priorities in a collaborative, mission-driven environment.
- Eager to learn and apply new technologies.
- Previous experience using AI to automate workflows and daily tasks is highly desirable.

WHO YOU ARE

- A naturally curious and resourceful problem-solver.
- Comfortable working with both data and people.
- Excited by opportunities to improve systems, processes, and efficiency.
- Able to balance strategic thinking with hands-on execution.
- Motivated by helping mission-driven organizations achieve greater impact.

LOCATION AND WORK ARRANGEMENT

This is a hybrid position based in Boston, MA, with an expectation of 2-3 days per week in the office and the remainder worked remotely.



BENEFITS

Make-A-Wish Massachusetts and Rhode Island offers a wide range of benefits including competitive pay based on experience, medical/dental/vision insurance, 403(b) retirement plan with employer contribution, paid time off, and social activities.

HOW TO APPLY

To apply for this position, please submit your resume and cover letter to jobs@massri.wish.org. Submissions will be reviewed on a rolling basis. No phone calls, please.

Make-A-Wish Massachusetts and Rhode Island is committed to providing a work environment in which all employees enjoy equal employment opportunities. All employment-related decisions are made without regard to a person's race, color, creed, sex, national origin, ancestry, age, disabilities, sexual orientation, or any other basis which is illegal under applicable federal, state, and local laws.