

JOB TITLE: Chapter Business Manager
LOCATION: Raleigh, NC
REPORTS TO: President & CEO
EMPLOYMENT STATUS: Full-Time / Exempt
UPDATED: August 28, 2018

JOB/POSITION SUMMARY:

The Chapter Business Manager is responsible for the daily office procedures and administrative functions of Make-A-Wish Eastern North Carolina (“MAWENC”), including those related to general office operations, records management, technology, human resources, finance and support to the Board of Directors. The Chapter Business Manager is charged with ensuring that all administrative functions operate efficiently and effectively.

JOB/POSITION RESPONSIBILITIES:

- **Office Administration:** Oversee general office administration and operations, working with chapter leadership team to establish office protocols and policies, ensuring compliance with chapter and national policies. Facilitate internal staff communications, schedules and team meetings. Oversee ordering and maintenance of office supplies and equipment.
- **Human Resources:** Manage all chapter human resources functions including maintaining personnel files, facilitating employee new hire and departure procedures, orientation and training of new hires, administering benefits and ensuring accurate processing of bi-weekly payroll and time off records. Research, negotiate and manage vendor relationships.
- **Finance:** Supervise finance operations for the chapter, serving as the primary liaison with Centralized Financial Services (CFS) and Board Finance Committee to ensure accurate, timely and effective management of MAWENC finances, cash flow, budget and reporting requirements. Work with leadership team and Board Finance Committee to prepare and track progress against and annual budget. Maintain fixed asset records, accurate inventories and contracts with all vendors.
- **Technology:** Oversee office technology infrastructure, serving as primary liaison to Centralized Technology Services and managing office equipment needs, phone and computer systems, maintenance contracts and user access rights.
- **Compliance & Internal Controls:** Update and maintain the chapter’s internal controls and compliance procedures in accordance with policies established by MAWENC Board of Directors and MAW America; ensure chapter staff are trained on and comply with all policy requirements.
- **Board of Directors:** Maintain all Board records including meeting minutes, by-laws, board terms and individual board member files. Prepare management reports for board and committee meetings, and provide additional support as assigned.
- **Supervision:** May supervise office interns, volunteers and others, as assigned.
- Performs other duties as assigned by the President & CEO. Occasional travel in Eastern North Carolina or to attend national conferences and trainings may be required.

JOB/POSITION QUALIFICATIONS:

- Minimum of 4 years of office administration and leadership experience in a small business environment; non-profit experience strongly preferred.
- Bachelor's degree in business, nonprofit management or a related field.
- Working knowledge of budgets, financial statements, banking procedures and managing internal controls.
- Strong project management skills, with exceptional attention to detail and the ability to direct complex projects from start to finish.
- Exceptional customer service skills, with the ability to communicate clearly and effectively both verbally and in writing.
- Excellent judgment and problem-solving skills including strong negotiation and conflict resolution skills.
- Proficiency in Word, Excel, PowerPoint, Outlook, Adobe Acrobat. Raiser's Edge experience strongly preferred.
- Highly positive and professional attitude and demeanor, must thrive in a highly collaborative and mission-driven team culture.
- Able to learn quickly, adapt to change, wear many hats, and juggle multiple priorities in a fast-paced environment.
- Commitment to and a passion for the Make-A-Wish mission.

Please send cover letter, resume and salary requirements to zraney@eastnc.wish.org. No phone calls please.