**Job / Position Title: People & Operations Manager**

**Supervisor: CFO & Sr. VP of Operations**

**Status & Classification: Full-Time & Exempt**

Together, we create life-changing wishes for children with critical illnesses. From our humble beginnings with one boy’s wish to be a police officer, we have evolved to be one of the world’s leading children’s charities, serving children in every community in the United States and its territories. With the help of generous donors and nearly 400 volunteers, Make-A-Wish Central & Northern Florida granted 367 wishes last year.

## **Position Summary**

## The People & Operations Manager will be deeply committed to Make-A-Wish’s purpose to create a community of inspiration and hope. The role will have direct involvement in various human resource functions, including employee relations, onboarding and continued training for staff, team engagement, employee recognition programs, learning and professional development, and internal communications. This role also supports the administrative efforts and operations of the organization.

## **Duties and Responsibilities**

* **Human Resources**
  + Facilitates and coordinates new hire onboarding process with staff, ensuring compliance with pre-hire and post-hire paperwork.
  + Ensures employee and volunteer completion of the Application, Conflict of Interest and Ethics Assurance Statement, and Background Check process.
  + Works with CFO and CEO on benefits administration including preparation of annual benefits guide and overseeing benefits enrollment.
  + Stays up to date on Florida State employment policies and laws; collaborates with National to ensure policies are consistent and administered fairly.
  + Develops, coordinates and tracks employee performance evaluations.
  + Modifies and maintains employee handbook.
  + Strategizes for sourcing candidates, assists with job descriptions and postings, recruits and screens applicants for open positions when needed. Conducts criminal background checks, skill tests when appropriate and professional licensure verification.
  + Maintains employee HR files, ensuring all necessary documentation is filed and up to date.
* **Leadership and Culture**
  + Supports and enhances a culture that respects and honors diversity, invests in professional development and encourages self-care.
  + Develops and maintains a year-round employee recognition and appreciation program, celebrating employees who embody the organization’s values as well as key milestones, anniversaries, and achievements.
  + Assists with planning and coordinating logistics for all-staff gatherings, team building activities, and engagement opportunities amongst team members.
  + Leads the Culture & Activities Committee, an internal group which exists to celebrate and appreciate employees and promote community among staff.
  + Drafts and disseminates staff communications regarding policies and procedures, announcements and updates.
  + Supports the organizational priorities for all employees toward continuous process improvement, use of data for informed decision-making and individual accountability.
  + Establishes positive, collaborative working relationships with and among leaders and employees throughout the organization.
  + Makes recommendations to the CFO regarding process improvements, performance management, compliance, benefits, compensation, and other areas in HR.
* **Operations**
  + Maintains relationships with vendors and facilitates maintenance and repairs for offices, copy machines, postage meters, computers, printers, network, and telephone system.
  + Facilitates office moves and logistics as needed and serves as the point person for property management maintenance requests.
  + Assists in the development and implementation of new operational procedures and practices.
  + Produces procedure manuals, process documentation, and training for staff and others as needed.
  + Assists staff as needed with software and application trouble shooting and serves as liaison to IT helpdesk.
  + Responsible for staying abreast of equipment and material needs and make recommendations for purchases as necessary.
  + Provides support to the CFO on other ongoing activities and special projects as needed.

## **Knowledge and Abilities**

* Ability to work autonomously with strong prioritizing and organizational skills.
* Exceptional attention to detail.
* Demonstrated ability to multitask, prioritize, and work independently as well as be part of a team.
* Solid team player who provides stellar customer service in a professional and pleasant manner.
* Ability to appropriately handle confidential staff, donor and volunteer information.
* Strong interpersonal and verbal/written communication skills with the ability to work with all levels of management, staff, volunteers, donors and vendors.
* Must be computer proficient with experience in Word, Excel and PowerPoint.
* Listens actively and openly, demonstrating empathy and interpersonal skills.
* Ability to effectively work in a demanding, fast-paced, and deadline-based environment.

## **Desired Qualifications**

* Bachelor’s degree required. Certifications preferred.
* Minimum 5 years administrative or human resource experience required.
* Proven ability to successfully handle multiple tasks and meet deadlines.
* Excellent time management, organization, and independent judgment skills.
* Possess integrity, maturity, and ethical awareness; ability to handle sensitive information and maintain strict confidentiality.
* Commitment to the Make-A-Wish mission

## **Rewards and Benefits**

* Comprehensive benefit package: Medical, Vision, Dental
* 100% employer paid for employee: Long Term Disability and Life Insurance
* Annual incentive potential
* 401(k) Retirement Savings Plan: up to 3% Match
* 15 PTO days, 11 Paid Holidays, and 2 Personal Days
* Family Bonding Leave
* Individual and Leadership Development
* Employee Rewards and Recognition Programs

## **Join Our Team of Inspired People Transforming Lives**

We are more than a great place to work - our work is life changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds, thoughts and experiences are united in purposeful work. We are fueled and guided by our values - values that are represented in the inspired people we work with and the transformational work we do every day. We respect and ensure equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability and other legally protected characteristics.

Our organization participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S. For more information visit <https://www.everify.gov/sites/default/files/everify/posters/EVerifyParticipationPoster.pdf>.

**For immediate consideration, please send a cover letter, resume, and   
salary requirements to Jackie Dodson (**[**jdodson@cnfl.wish.org**](mailto:jdodson@cnfl.wish.org)**).**