**Job / Position Title: Vice President of Finance and Operations**

**Supervisor: President and CEO**

**Supervises: Administrative Assistant, People and Operations Manager, Donor Care Coordinator**

**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 Vice President of Finance and Operations directs and is responsible for managing all aspects of Make-A-Wish Central and Northern Florida’s business operations including finance, budgeting and data, administration, human resources, audit and compliance, and facilities in accordance with the performance standards and policies and procedures set by Make-A-Wish America and Make-A-Wish Central and Northern Florida. The Vice President of Finance and Operations provides organization-wide oversight and strategic thought on all finance and operations. This position reports to the President & CEO and is a key member of the chapter’s senior leadership team.

## **Duties and Responsibilities**

**Finance**

* Oversee, review, and maintain all aspects of the chapter’s accounting functions on an accrual method of accounting including accounts payable, receivables, cash receipts, deposits, cash disbursements, in-kinds, fixed assets, depreciation, inventory, all transactions related to the general ledger, bank and investment reconciliations, etc.
* Serve as the chapter’s key liaison with National’s Shared Financial Services (SFS) and work directly with them to assure preparation of accurate and timely monthly financial statements. Monitor financial budget variances and prepare monthly financial reports to management, Finance Committee, and Board of Directors.
* Work with the CEO, management team and Board’s Finance committee to develop the Chapter’s annual budget process.
* Provide timely and accurate analysis of budgets, forecasts, financial reports, financial statements, and financial trends to assist the CEO, the Board, and other senior leaders in performing their responsibilities.
* Review investment activity and support Finance Committee in review of the Investment Policy Statement and evaluation/selection of Investment Advisor. Distribute prepared reports to the CEO, Finance Committee, and Board.
* Expense management. Review and recommend check requests for CEO/Board approval per chapter’s obligational authority and chart of accounts.
* Reporting and staff liaison to the Finance Committee/Board working in conjunction with the Board Treasurer.
* Support SFS in preparation and review of the annual financial audit & Form 990; serve as primary staff contact for both.
* Implement controls for fundraising events; training volunteers to handle cash according to approved internal controls.
* Internal Event accounting. Assist with Special Events as needed.
* Serve as the main contact for Employee Credit Cards ensuring coding occurs per SFS timeline.
* Lead annual Functional Time Study and review expenses as it relates to functional % ratio.
* Cash Flow Management. Primary staff liaison with bank and investment managers, along with the CEO. Work with the Finance Committee to monitor the investments and ensure adequate cash coverage for financial needs.
* As a member of the Senior Leadership Team, the Vice President of Finance and Operations has overall responsibility for revenue management, budget management, cost benefit analysis, forecasting needs and strategic leadership.

**Compliance**

* Ensure compliance with all policies, performance standards and internal controls relating to accounting/legal, cash management, tax language for donor receipts, and investments as well as all state local and federal regulations.
* Develop, update, implement and enforce Internal Controls and Operating Policies & Procedures in accordance with National and local policies to safeguard chapter assets and operations.
* Prepare for National compliance audits to ensure Make-A-Wish Central and Northern Florida remains in compliance in all aspects of chapter operations and to ensure transparency to the public. Train staff to remain compliant at all times.
* Complete applications for Charity Watchdog organizations.
* Maintain all Government documents, licenses, chapter legal documents, office leases and chapter historical documents.
* Maintain working knowledge of and comply with performance standards set by the National Office. Meet with President & CEO and senior staff to train and assist staff on changes to standards on an on-going basis.

**Operations and Strategy**

* Collaborate with CEO in setting and driving organizational vision, operations strategy, and hiring levels.
* Translate strategy into actionable steps for growth, implementing organization-wide goal setting, performance management, and annual operations planning.
* Oversee company operations and employee productivity, building a highly engaging culture that ensures team members can thrive and that organizational goals are met.
* Work with President & CEO and Senior Leadership Team on Strategic Plan and growth objectives for the organization. Implement business strategies and planscash flo that align with the short term and long term goals developed in tandem with CEO.
* Work with the CEO to support the Board of Directors, committees, and task forces, including developing reports, as needed.
* Regularly evaluate the Finance Department structure/function for continual improvement.
* Analyze internal operations and identify areas for process enhancement.

**Human Resources**

* Manage the human resource function assuring compliance with all applicable legal requirements. Lead or participate in the recruitment, hiring and compensation of staff. Negotiate employment terms and create offer letters.
* Develop and implement personnel policies and procedures and maintain Employee Handbook with support from People and Operations Manager.
* Manage and process payroll and related entries including 401(k) administration.
* Oversee new employee set up, benefits, payroll enrollment and on-boarding of new employees.
* Ensures all employee files are maintained in accordance with all federal, state regulations and National Office compliance. Lead annual review process and employee transitions/exit interviews.
* Benefits administration and oversight. Responsible for all chapter benefits administration, including obtaining bids, negotiating costs, making recommendations, performing open enrollment and benefits meetings, processing applications, claims.
* Report Statement of Values annually and update National with changes for Liability insurance.
* Remain up to date on new laws, standards, nonprofit best practices, state and federal law on nonprofit operations.
* Supervise, train, engage and mentor People and Operations Manager, Donor Care Coordinator and Administrative Assistant as needed. Serve as a mentor/model for all staff.

**Information Technology**

* Oversee chapter’s IT and technology operations including database management.
* Coordinate with National Enterprise Technology Services and chapter vendors on all local hardware and software support, including computers, servers, copiers, and other equipment.

**Facilities**

* Oversee and support People and Operations Manager and Administrative Assistant in all components of facility management, including vendor selection with competitive bidding, compliance with all regulations, and finding in-kind donations and discounts.
* Manage Chapter and Regional office leases and provide support and cost analysis of options. Oversee all aspects of office moves or changes as needed throughout chapter territory.
* Ensure storage unit / closets are organized and all stored items can be safely accessed.

Perform other duties as assigned.

**EXPERIENCE AND SKILLS**

* Requires a passion for and commitment to the Make-A-Wish mission.
* Finance, HR and operations experience required; experience working as part of a senior leadership or executive team desired.
* Minimum Bachelor of Arts or Science Degree in Accounting, Finance, Business Administration required. Previous non-profit accounting, fiscal management, budgeting required with 5+ years progressive leadership experience.
* Self-motivated, detail-oriented professional with excellent organizational and interpersonal skills. Ability to prioritize and manage multiple responsibilities efficiently with minimum supervision. Composure in handling difficult situations.
* Proficient technical skills using sophisticated accounting software and Microsoft Office 365.
* Professional demeanor with ability to interact with employees and diverse stakeholders throughout Make-A-Wish.
* Excellent written, oral, interpersonal communication and customer service skills essential.
* History of managing complex projects from inception to completion including data analysis and collection.
* Ability to maintain complete confidentiality and contribute to a collaborative, team-oriented, fast-paced organization.
* PC literate – Microsoft Office Suite (Outlook, Word, Excel, PowerPoint). NetSuite, Salesforce experience a plus.

## **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 Anne Cuba (**[**acuba@cnfl.wish.org**](mailto:acuba@cnfl.wish.org)**). No phone calls please.**