



Greater Bay Area

**Job Announcement
Office Assistant
November 2017**

Make-A-Wish Greater Bay Area grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy. Our Chapter serves children from Monterey to the Oregon border and anticipates fulfilling over 400 magical wishes this year. Each wish is unique and is the dream of a child who is critically ill, the resulting smiles speak volumes to the healing effects of a wish come true.

We are seeking an organized, experienced, customer service and team-oriented professional who is passionate about our mission. This position serves as the primary office receptionist and supports key office operations. The position also assists the COO with key projects as well as on-going projects with the marketing team as well as support to the events team in advance of and following major events. Must desire varied work duties and be able to prioritize responsibilities. This full-time, non-exempt position reports to the COO.

PRIMARY RESPONSIBILITIES:

- Serves as primary office and telephone receptionist
 - Responds to donor/volunteer constituents via phone, email and correspondence as needed
 - Communicates with after-hours answering service (deliver messages & maintain on-call roster).
 - Opens/distributes mail & deliveries
- Records incoming monies; processes credit card transactions
- Manages maintenance of leased office equipment (copier, postage meter, water/coffee, etc.), works with building on service requests and IT support
- Organizes and maintains office supply inventory including printed collateral; assist with vendor research and assessment for cost savings opportunities and bidding out new projects/jobs
- Provides administrative and project support to COO including but not limited to:
 - HR duties: payroll, new hire onboarding, etc.
 - Board/YPAC administrative support, including BoardMax updates
- Helps to maintain database (addresses changes, etc)
- Assists with on-going marketing/communications projects
 - Assists with maintenance of chapter's website and events specific websites (e.g. uploading photos, updating text)
 - Assists with simple desktop publishing projects and photo cropping/resizing
 - Works to schedule/coordinate photographers for wishes and events
- Other duties as assigned

EXPERIENCE & SKILLS:

1-2 years related experience in an office environment

BA or equivalent

Excellent communication skills, both written and interpersonal

Must be customer-service oriented with a professional and friendly phone presence

Must be extremely well organized and able to prioritize

Must work well under pressure, meet deadlines, learn quickly and multi-task

Must possess excellent decision-making ability and proactively seek out solutions to problems

Must be a team-player and assist with all Foundation projects as required – and eager to take on more duties when time allows

Must be PC literate (strong knowledge of MS Word, Excel and Outlook) – experience with The Raiser's Edge a plus

Background check required at time of hire

Must be able to lift 40 lbs

Occasional evening, week-end and some overtime necessary

TO APPLY

Send a letter of interest and a resume to:

Office Assistant Search

Apply by email only: jobs@sf.wish.org

Office Location:

Make-A-Wish Greater Bay Area

1333 Broadway, Suite 200

Oakland, CA 94612

No phone calls, please. Position is opened until filled, EOE.