



August 2023

Title: WYSO Administrative Assistant

Reports to: Director of Operations – Full time/non-exempt

The Administrative Assistant is a core member of the WYSO administrative and development team and shares responsibility for ensuring that WYSO administrative and development functions run smoothly and efficiently. The position has a strong focus on customer service to members, families, and donors, striving for a high level of excellence and organization in all tasks, large and small.

PRIMARY AREAS OF RESPONSIBILITY INCLUDES:

Administrative

Financial

Development

Administrative

- With Operations team, serve as a weekend rehearsal administrator troubleshooting issues and questions from members and families.
- Record all member data into the CRM and update as needed. Generate reports as needed.
- Track members attendance in the database. Generate absences report for rehearsals and email it to coaches and conductors.
- Assist with preparation of materials for board meetings. Track board member paperwork and payments. Update rosters.
- Collect benefit enrollment forms from new hires, employees who have qualifying events, and during open enrollment.
- Add/terminate/change benefits with our benefit partners via e-mail or portal as benefit changes occur.
- Inform payroll of benefit changes which impact employee deductions.
- Reconcile benefit partner invoices with benefits additions/termination/changes to ensure proper payment.
- Maintain organized and tidy office. Maintain organized vendor and financial files. Monitor and order supplies as needed. Maintain knowledge and upkeep of office machines and office supplies. Assist Operations Assistant with timely document storage.
- Lead staff person for daily incoming and outgoing mail. Process all in-coming and outgoing mail. Maintain adequate postage for ongoing needs.
- Support the administrative needs of the WYSO Center for Music.
- Support WYSO Board committees as requested.
- Maintain an updated administrative manual including logins and passwords.

Financial

- Responsible for tuition, chamber music, private lesson, scholarship and special project invoicing and collection, including data entry and tracking of payment plans.
- For accountant, prepare weekly deposits; reconcile returned checks and errors, prepare credit card reconciliations.
- Prepare reports for the annual audit and 990 preparation.
- Ensure all Wisconsin Department of Financial Institution filings, annual reports and licenses are current.
- Assist with preparation of the annual budget.

- Serve as Box Office Manager for all concerts and events.

Development and Database Support

- Record all gifts received by WYSO in the constituent relationship management system. Maintain current processes for acknowledging and stewarding gifts, including generating thank you letters and corresponding tax-receipts.
- Update constituent address and contact information in Little Green Light.
- Work with development staff and accountant to ensure that all gifts are properly tracked and acknowledged.
- Prepare monthly reports to ensure gifts are entered and match the accounting records.
- Process, track and enter all alumni updates.
- Provide support to the AON benefit committee, including the tracking of silent auction items, recording guest RSVPs and day-of-event support.

Other duties as assigned

Position Requirements/Preferences:

- Bachelor's degree or equivalent related experience
- Willing and able to work weekends and attend WYSO concerts and events.
- Advanced working knowledge of Microsoft Office Suite, Google Suite, Strong Excel skills.
- Experience preferred with constituent relationship management systems such as Little Green Light.
- Meticulous attention to detail, self-starter mentality, team player with a positive attitude. Enjoys a mission driven environment.
- Excellent interpersonal, written and verbal communication skills with an interest and focus on customer service.
- Exceptional task and resource management skills.
- Familiarity with fundraising campaigns, stewardship processes, non-profit and accounting processes preferred.
- Reliable transportation.
- Sense of humor is a plus!