

Financial and Operations Assistant



Location: Madison, WI and Remote

Reports To: Director of Finance / Executive Director

Status: Full-time / Non-Exempt

Salary range: \$50,000 - \$55,000

Position Summary

The [WILS](#) Financial and Operations Assistant plays a key cross-functional role in supporting the financial, operational, and member service needs of Wisconsin Library Services (WILS), a small, [mission-driven](#) nonprofit organization. As part of [a collaborative 13-person team](#), this position serves as a primary point of contact for members—primarily libraries and cultural organizations—while providing essential financial and administrative support. This role requires adaptability, strong communication skills, sound judgement, and a collaborative approach to advancing the organization’s mission.

Key Responsibilities

Financial & Administrative Support

- Assist with accounts payable and receivable, including processing invoices, reimbursements, and member payments
- Maintain organized and accurate financial records
- Support budget tracking, expense monitoring, and basic financial reporting
- Support audits, grant reporting, and financial reviews as needed

Member Communication & Service

- Serve as the first point of contact for member libraries and cultural organizations via phone and email
- Respond to inquiries related to membership, billing, renewals, events, and organizational services
- Maintain and update member records in the CRM or membership database
- Support membership renewals, confirmations, and routine member correspondence
- Provide professional, timely, and mission-aligned service rooted in communication that strengthens member relationships

Cross-Functional & Team Support

- Provide administrative and operational support across teams, including consulting, cooperative purchasing, programs, and leadership
- Support special projects as organizational needs evolve
- Design, monitor, and revise internal workflows to improve efficiency and effectiveness
- Support basic software application and website administration

Confidentiality & Data Security

- Ability to maintain strict confidentiality of financial, personnel, and member information
- Adherence to organizational data security and privacy policies, including secure handling of digital and financial records

Qualifications

- Associate or bachelor's degree in accounting, finance, business administration, office management, or related fields; or equivalent experience
- 1-3 years of experience in finance, administration, operations, or member/customer service
- Experience in a nonprofit, membership-based organization, or small office environment preferred
- Familiarity with basic accounting principles
- Strong working knowledge of Microsoft Office specifically Word and Excel as well as Google products specifically Google Sheets
- Experience with accounting software, CRM, or membership databases preferred

General Requirements

- Strong interpersonal and customer service skills, especially with organizational members
- Excellent written and verbal communication skills
- Highly organized, detail-oriented, and adaptable
- Ability to manage multiple priorities in a small, fast-paced team
- Technologically literate with a willingness to learn new systems
- Discretion in handling confidential financial and organizational information
- Ability to work independently with minimal direction/supervision
- Alignment with WiLS' mission of supporting libraries and cultural organizations, and our organizational values
- Access to high-speed internet and the ability to work remotely

Travel & Commuting Requirements

- Residence within the Madison-Milwaukee corridor
- Ability to travel locally within the Madison, WI area on a weekly basis as required by job duties
- Reliable transportation for local travel (mileage reimbursement provided in accordance with organizational policy, if applicable)

Full Time Employment Benefits

Competitive benefits include paid time off (holidays, sick leave, and vacation) and access to health insurance and more below. Compensation will also include a monthly phone and internet stipend.

Group Health Insurance
Voluntary Dental & Vision Insurance
Life Insurance and AD&D Insurance
LTD insurance
Voluntary Supplemental Life Insurance
Employee Assistance Program
Healthcare Flexible Spending Account

Dependent Care Flexible Spending Account
Health Savings Account (if enrolled in a HDHP)
Identity Theft Protection
Legal Insurance
Pet Insurance/Benefit
401k Retirement Plan Option
Employee Discounts services

Work Environment & Physical Requirements

This position operates in a **remote virtual office environment** with possible work activities in the Madison, WI area. The role routinely uses standard office equipment such as a computer, phone, and video conferencing tools. This role has both a flexible work environment (we are a virtual office) and a flexible schedule. Work hours operate between 7:00 am and 6:00 pm with a Full time work week of no more than 40 hours.

Additional physical work requirements include:

- Prolonged periods of sitting and working at a computer
- Ability to communicate effectively via phone, email, and video conferencing
- Occasional regional travel within Wisconsin for meetings, trainings, or organizational needs

Reasonable accommodations may be granted using our ADA interactive process to enable individuals with disabilities to perform the essential functions of the position.

Work Authorization & Employment Eligibility

Employment is contingent upon:

- Successful completion of employment eligibility verification (Form I-9)
- Ability to provide documentation verifying identity and authorization to work in the United States

Background Check & Contingencies

WiLS is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, protected veteran status, or any other basis protected by applicable law and will not be discriminated against on the basis of disability.

Final candidates may be required to successfully complete:

- A criminal background check consistent with applicable state and federal laws
- Reference checks

Employment offers are contingent upon the successful completion of all required screenings.

Application Information

For priority consideration, please submit your application by **April 27, 2026**. We will accept applications until the position is filled. Please send cover letter, resume, and a listing of three professional references to [hiring-committee@wils.org](mailto: hiring-committee@wils.org).

We will send a pre-interview skills test to first round candidates. Finalist interviews will be held via Zoom the week of **May 11, 2026** with an ideal start date of **June 15, 2026**.

Email [hiring-committee@wils.org](mailto: hiring-committee@wils.org) with any questions about this position or the application process.