



Job Description

Bilingual Program Coordinator

Summary: Make-A-Wish Greater Los Angeles creates life-changing wishes for children with critical illnesses throughout LA County. One of 59 national chapters, Make-A-Wish Greater LA has reached over 10,000 children throughout Los Angeles since its inception over 35 years ago. For more information, visit www.la.wish.org or see us on [Facebook](#), [Instagram](#) or [Twitter](#).

This position is responsible for: Obtaining, tracking, and processing all required paperwork and documentation for wish files and providing administrative assistance to the Community Engagement department at Make-A-Wish Greater Los Angeles. Incumbents may be required to perform other job-related tasks in addition to those specifically presented in this description.

Reports to: Director, Community Engagement

Responsibilities:

- Act as Make-A-Wish liaison with wish families and local community.
- Send wish paperwork to wish families and obtain required signatures.
- Contact wish families to collect required wish paperwork and documentation.
- Virtually meet with families if they need help understanding or completing the paperwork.
- Generate and mail letters to follow up on outstanding wish paperwork and set deadlines with wish families to avoid delays in the process.
- Process wish paperwork, update the wish child's record in The Raiser's Edge, and organize paperwork in the physical and/or digital file.
- Guide wish families through the wish process and prepare them for their meeting with volunteers.
- Add wish kids to our volunteer sign-up platform and assist with wish assignments to volunteers.
- Assist with contacting wish families for welcome calls. Collect and record information accurately in The Raiser's Edge.
- Assist with assembling and sending welcome packets.
- Maintain positive working relationships with staff, volunteers, doctors, social workers, wish families, and donors.
- Other duties as assigned.

Requirements:

- BA/BS or equivalent combination of education and work experience.
- Ability to speak, read, and write fluently in English and Spanish.
- Proficiency in Microsoft Office products.
- Phone experience required.
- Data entry experience required.

Candidate Profile:

The ideal candidate possesses a passionate commitment to our mission and would have the following skills:

- Ability to manage and prioritize multiple tasks effectively.
- Proven record of high-quality customer service.
- Ability to follow and share internal procedures and requirements.
- Excellent written, verbal, and communication skills.
- Detailed and well organized.
- Ability to successfully work in a collaborative, team-oriented organization.

Competitive compensation and benefits include: Health, Vision, Dental, Short and Long-Term Disability Insurance, Paid Time Off, and Paid Holidays.

Hourly Pay Range:

\$17-\$19/hour

Interested applicants should email resume and any supporting documents in one PDF document to hr@la.wish.org.