

Wish Assist Coordinator – Job Description



JOB TITLE: Wish Assist Coordinator
REPORTS TO: Wish Assist Program Manager
SUPERVISES: Wish Assist Volunteers & Interns
FLSA STATUS: Exempt

SUMMARY

This position is responsible for coordinating the wish experience within the policies and procedures established by the National Office and the local Make-A-Wish Foundation chapter. Incumbents may be required to perform other job-related tasks in addition to those specifically presented in this description.

JOB/POSITION RESPONSIBILITIES:

Commitment to and a passion for the mission & keiki of Make-A-Wish® Hawaii

- Manage and coordinate all aspects of wishes to visit Hawaii, including but not limited to: transportation, accommodations, services, activities, medical equipment, and itineraries.
- Oversee wish budgets using sound judgement and discretion to ensure a quality wish experience for each child.
- Develop and maintain hospitality vendor relationships and resources to enhance the wish experience and broaden the donor base, particularly in terms of in-kind support.
- Represent Make-A-Wish Hawaii and the local community to all constituents with a commitment to customer service and aloha.
- Record and track payments for all activities, accommodations, and fees due to the Chapter and vendors alike.
- Create and manage invoices, in-kind reports, and vendor acknowledgements in a timely manner.
- Keep abreast of National policies, guidelines, and resources as they relate to the wish-granting program.
- Participate as a productive member of the team.
- Participate in Chapter special events and fundraisers.

JOB/POSITION QUALIFICATIONS:

- BA/BS and 2-3 years' work experience or equivalent education/work experience.
- Sales/marketing in the hospitality industry and/or non-profit experience preferred.

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- Proficiency in Microsoft Office Suite and Salesforce preferred.
- Able to manage and prioritize multiple tasks effectively.
- Detail-oriented and well organized.
- Ability to motivate and support a diverse constituency in a team-oriented atmosphere.
- Excellent communication and customer service skills.
- Able to successfully work in a collaborative, team-oriented organization.

The ideal candidate supplements his/her education and experience by possessing a passion for communications and appreciating its impact on advancing Make-A-Wish Hawaii's mission.

MAKE-A-WISH FOUNDATION OF HAWAII

Make-A-Wish Foundation of Hawaii is a 501 (c)(3) non-profit organization. Founded in 1982, our mission is to create life-changing wishes for children with critical illnesses. 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, thought 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.

To apply, please contact Angel Clapp, Director of Wish Assist
at aclapp@hawaii.wish.org