



## Operations Coordinator Job Description

---

Reports to: Chief Financial and Operating Officer

Full-time, nonexempt

---

### Job Summary

The Operations Coordinator is responsible for managing the building and office operations, as well as providing administrative support across all departments. The Operations Coordinator provides outstanding customer service and support to coworkers, volunteers, Wish families, donors, and the general public.

### Essential Functions

- Oversees office operations to ensure administrative tasks are accomplished efficiently and effectively
- Orders and maintains office supplies, printed materials, etc. in a cost-effective manner
- Provides general IT support to the staff (high-level IT support is provided by the Make-A-Wish national office)
- Provides general accounting and database support
- Welcomes Wish families, volunteers, and donors into the Make-A-Wish San Diego office
- Handles all phone calls, emails, and office visits in an efficient and friendly manner
- Ensures office equipment is maintained properly. (i.e., printers, phones, postage machine)
- Maintains a presentable, safe, and pleasant office environment
- Performs basic Human Resources tasks as directed
- Leads Staff Engagement committee
- Attends organization events as required
- Provides administrative support to staff on an as-needed basis
- Supports the CEO with administrative tasks related to the Board of Directors
- Other responsibilities and duties as assigned by the CFOO

### Qualifications

- Required:
  - Experience in an operations role for a nonprofit or similar professional setting
  - Understanding of basic finance and accounting
  - Experience in general IT support
  - Strong attention to detail and organizational skills
  - Excellent written and verbal communication skills
  - Ability to work flexible hours (some evenings and weekends required)
  - Ability to use phone, email, computer applications, and other office equipment
- Preferred:
  - BA/BS degree (or year-over-year working experience) in related field
  - Experience using Salesforce
  - Bilingual Spanish/English

**Compensation:** \$47,900-\$56,700 per year DOE

**To apply:** Please send resume and cover letter to Danielle Lopez at [dlopez@sandiego.wish.org](mailto:dlopez@sandiego.wish.org)

*We respect and ensure equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity and expression, sexual orientation, disability, perceived disability, and other legally protected characteristics.*