

Make-A-Wish[®] Alaska & Washington

JOB DESCRIPTION

Job Title:	Wish Coordinator, Western Washington Full-Time, Non-Exempt Position
Reports To:	Wish Manager, Western Washington
Job Summary:	Coordinate and oversee program functions related to the delivery of a quality wish experience. Coordination includes project management of wish events, administering program-related activities, managing volunteers, building and cultivation of community partnerships, and upholding the policies and procedures established by the national and regional offices of Make-A-Wish. Potential for remote work within Western Washington; some proximity to Seattle preferred. Ability to travel to Seattle office 2 days/week required.
Date Revised:	June 5, 2024

VOLUNTEER & PROGRAM MANAGEMENT – 95%

- Responsible for the project management, delivery, and completion of 50 – 80 wishes and wish assists as assigned.
- Manage and collaborate with wish granting volunteers through completion of each wish project.
- Ability and willingness to research, create processes, and creatively problem solve for wish needs.
- Procure in-kind donations, and support volunteers in their efforts to do the same to support wish granting to meet cash to in-kind goal.
- Manage local resources and steward relationships with local vendors for wish assists and wish enhancements.
- Ensure that Make-A-Wish liability is minimized by obtaining appropriate signatures, releases, and approvals for each wish project.
- Complete financial reporting for wishes and wish assists and ensure that volunteers have completed all required paperwork.
- Create meaningful work experience, mentorship and training for Administrative Volunteers and Interns.
- Provide 24-hour emergency phone coverage on pending wishes, as needed.
- Communicate all exemplary and inadequate volunteer performance to the Volunteer Manager.
- Create and follow approved budgets for each wish project.
- Maintain necessary records in Salesforce database, and ensure wish files are maintained and kept up to date.
- Track deadlines related to wishes and clearly communicate those deadlines to wish granting team, volunteers and wish families as necessary.
- Other duties as assigned.

DEVELOPMENT & COMMUNICATIONS – 5%

- Procure auction items for fundraising events by approaching relationships maintained through role at Make-A-Wish.
- Provide professional representation on behalf of Make-A-Wish at events and promotions as needed.
- Maintain and utilize all professional relationships for the advancement of Make-A-Wish.
- Collaborate with Communications & Marketing to identify appropriate wishes for media opportunities.

DESIRED QUALIFICATIONS

- Commitment to the Make-A-Wish mission.
- BS/BA or equivalent combination for education and work experience required

Western Washington

811 First Avenue
Suite 620
Seattle, WA 98104
P. 800.304.9474

Eastern Washington

104 S. Freya Street
Yellow Flag Bldg, Suite 207
Spokane, WA 99202

Alaska

430 W. 7th Avenue
Suite 110
Anchorage, AK 99501

akwa.wish.org



- 2+ years of professional work experience, including 1+ years of project management or customer relations experience, preferred.
- Ability to manage a wide variety of individual projects and meeting deadlines.
- Creative problem-solving skills.
- Ability to work in a fast-paced environment.
- Proven ability to work effectively under stress in a collaborative, team-oriented organization.
- Highly organized and task oriented.
- Excellent computer, communication, and presentation skills.
- Respects, values, and contributes to the organization's commitment to inclusiveness and diversity.
- Bilingual in Spanish a plus, but not required.

PHYSICAL REQUIREMENTS

- Ability to sit and utilize computer for long periods.
- Physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead.
- Regular attendance is an essential function of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform essential job functions.
- Physical ability to navigate moderate distances such as at a concert or sporting venue.
- Work onsite at least 2 days a week in a shared office space in Seattle.

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work performed; it is not intended as an exhaustive list of all duties, responsibilities and required skills for the position. Employees will be required to follow any other job-related instructions and to perform other duties requested by their supervisor in compliance with Federal and State laws. Requirements are representative of minimum levels of knowledge, skills and/or abilities necessary to perform each duty proficiently. Continued employment remains on an "at-will" basis.

This will be a full-time, non-exempt employment position working approximately 40 hours per week which may include occasional nights and weekends. Compensation is \$23-25/hour, dependent upon experience. Make-A-Wish also offers a competitive benefits package.

To apply, email resume and cover letter to jobs@akwa.wish.org by June 30, 2024. **No phone calls, please.**