

Job / Position Title: Wish Coordinator
Supervisor: Sr. Director Operations and Program
Status & Classification: Full-Time, Non-Exempt
Office Location: Ventura County



Position Summary

Want to join a great team of people who make a difference in the life of a child every day? We are looking for a passionate, energetic, detail-oriented, and dedicated individual to help make wishes come true.

A successful Wish Coordinator should be a people person who enjoys working with children, adults, colleagues, volunteers, and the community, is detail-oriented, enthusiastic about wish granting, and passionate about our mission. This position is responsible for coordinating all aspects of granting high quality wish for medically eligible children in our community. As many of our wish families speak Spanish as a first language, we are seeking a candidate who is fluent in both English and Spanish.

Duties and Responsibilities:

- Work with the program team to deliver innovative and high-quality wishes.
- Coordinate the granting of assigned wishes from start to finish including managing the day-to-day workflow of the wish granting process and monitoring and ensuring progress toward wish completion.
- Ensure Make-A-Wish and chapter wish granting policies and guidelines are being followed.
- Develop and manage wish budgets to ensure accurate accounting of costs-both direct and in-kind.
- Manage wish costs by sourcing donated in-kind goods and services in support of wishes.
- Maintain exceptional and thoughtful communication with wish families and volunteers.
- Maintain positive relationships with vendors, donors, and volunteers.
- Ensure the accuracy and completeness of all wish files.
- Strategize with program team to increase wish granting capacity and ensure program efficiencies.
- Assist in developing program procedures, processes and manuals.
- Assist with developing and delivering trainings and training materials for volunteers.
- Regularly communicate with and recognize volunteers and in-kind donors.
- Actively collaborate and partner with chapter colleagues to meet chapter goals.
- Other duties as assigned.

Knowledge and Abilities

- Strong leadership skills to motivate and inspire a diverse group of people.
- Excellent communication, project management, time management and organizational skills.
- Exceptional attention to detail and deadlines.
- Strong written and verbal communication skills.
- Resourceful with the ability to solve problems in an efficient, and timely manner.
- Flair for cultivating and stewarding professional relationships with a diverse constituency.
- Ability to work independently while thriving in a collaborative, team-oriented environment.
- Strong computer skills with proficiency in Microsoft Office, including Word, Outlook, Excel, and PowerPoint.
- Proficient in Salesforce (or other Constituent Relationship Management platform) and data management systems a plus.

Desired Qualifications

- Bachelor's Degree in nonprofit administration, communications, business, human resources, psychology or another relevant field - or relevant work experience strongly desired.
- A minimum of three years of nonprofit or business experience working with volunteers or the community, or three-five years of applicable work experience strongly desired.
- Possess integrity, maturity, empathy, and emotional intelligence; ability to handle sensitive information and maintain strict confidentiality.
- Strong work ethic and commitment to the Make-A-Wish mission.
- Ability to speak, read, and write fluently in English and Spanish.

Working Conditions

Make-A-Wish Central California and Southern Central Valley is headquartered in Camarillo, California, and serves Ventura, Santa Barbara, San Luis Obispo, Kern, Kings, Tulare, and Inyo counties. This Wish Coordinator position offices out of Camarillo and requires the individual to work in an office environment and in a shared office space. The ability to work seated at a desk working on a computer for extended periods of time and to stand, walk, sit, and use office equipment is required. Ability to lift materials up to 25 pounds in and out of a vehicle required. This individual must have access to a reliable motor vehicle, be willing and able to travel throughout the region and be available to work occasional nights/weekends as required.

Rewards and Benefits

- Competitive wage (\$22-\$24/hr. commensurate with experience).
- Comprehensive benefits package including healthcare, dental, vision insurance; life/disability insurance; retirement; paid holidays and vacation time off.

Join Our Team of Inspired People Transforming Lives

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, thoughts 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.

Make-A-Wish Central Coast and Southern Central Valley respects and ensures equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability, and other legally protected characteristics.

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.

How To Apply

Qualified candidates should submit a cover letter with salary requirements and resume outlining experience to Trish via email at trishmiller@spherion.com

Please place MAWCVS Wish Coordinator in subject line. No phone calls please.