



**Job / Position Title:** Community Engagement Coordinator  
**Department:** Development  
**Supervisor:** Director of Community Engagement  
**Status & Classification:** Full-Time & Non-Exempt  
**Date:** September 2024

Together, we create life-changing wishes for children with critical illnesses. From our humble beginnings with one boy's wish to be a police officer, we have evolved to be one of the world's leading children's charities, serving children in every community in the United States and its territories. With the help of generous donors and volunteers, Make-A-Wish Texas Gulf Coast and Louisiana grants 600 children's wishes each year.

### Position Summary

The Community Engagement Coordinator partners with the Development and Mission Delivery teams to plan and execute engagement and outreach events with community organizations, volunteers, donors/sponsors and wish families. This role is an integral part of fulfilling our mission as well as the goals within the development, community outreach, and mission delivery functions. Key responsibilities include enhancing wish experiences for wish kids and families, stewarding sponsor and donor relationships, strengthening relationships with community partners and building engagement opportunities for wish families and volunteers.

### Duties and Responsibilities

- Alongside Director of Community Engagement, bridge the development and mission team's important work specifically by elevating sponsorable wishes to meet our organizational priorities.
- With oversight from supervisor, manage, plan, and execute a caseload of sponsored wishes to ensure deliverables are met, wishes are elevated to include media, key partners, and families, and volunteers.
- Monitor progress of each assigned wish and ensure wish proceeds in a timely manner.
- Ensure wish equity among all sponsored wishes.
- Work with the wish granting team to identify wish opportunities that can be elevated in a meaningful way to engage different audiences.
- Serve as liaison between departments, wish team, volunteers and families as needed to streamline communication to gather wish details, meet deadlines, and enhance wish quality.
- Develop resources to enhance wishes through community support, soliciting, securing, and stewarding vendors and in-kind donors.
- In partnership with Development Team, solicit budget-alleviating in-kind donations that help fulfill wishes.
- Capture the wish journey through pictures and storytelling.
- Assist with event content creation and multimedia presentations.
- Assist with event communications such as save the date cards, invitations, e-blasts, event programs, and other marketing materials as needed in coordination with Make-A-Wish marketing and communications professionals.
- Create strategic local relationships and partnerships.
- Maintain sensitivity and confidentiality to families being served by the Foundation.
- Keep abreast of National policies, guidelines, and resources as they relate to the wish-granting program.
- Provide excellent customer service and communication to wish children, wish families, volunteers, affiliates, vendors, donors, and co-workers.

### Wish Alumni Community:

- Build wish alumni program to foster and grow relationships post wish experience and support a seamless transition into alumni program.
- Work to develop recruitment and engagement plan that creates opportunity for alumni to be engaged across four levels—share their story, volunteer, fundraise, and give.
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- Support collaboration with Development Team in identifying and engaging wish alum through World Wish Day fundraising campaign and Wish Ball.
- Identify and develop alumni speakers who can share their experience with donors, prospects, and potential volunteers
- Partner with Communications Team in establishing plan for cadence of communication and posts that provide opportunity for engagement.

## Knowledge and Abilities

- Commitment to and a passion for the mission of Make-A-Wish Texas Gulf Coast and Louisiana.
- Ability to prioritize concurrent tasks and expertly manage projects, manage a high-volume workload in a fast-paced environment, ensure follow through, adapt quickly to changing priorities, and help set and meet moving deadlines.
- Detail oriented with excellent organizational, communication, interpersonal and time management skills.
- Excellent customer service and representation of Make-A-Wish to external supporters.
- Proven ability to work both independently and as part of a team, is self-motivated and proactive.
- Strong work ethic combined with honest and high integrity.
- Resourceful with the ability to solve problems in an efficient, calm manner.
- Ability to work independently while thriving in a collaborative, team-oriented environment.
- Strong PC skills with proficiency in Microsoft Office, including Word, Outlook, Excel and PowerPoint, Canva
- Excellent verbal, written, and presentation skills.
- Creative design and marketing skills.
- Comply with National Performance Standards along with chapter guidelines and procedures.
- Adhere to all Make-A-Wish® America performance standards and Make-A-Wish® Texas Gulf Coast and Louisiana policies and procedures.

## Desired Qualifications

- Bachelor's degree, preferably in public relations, marketing, or communications-related field.
- Minimum one year work experience in administrative office.
- Experience in event planning, organizing, consultation and event management preferred. Proficient in using web conferencing software (Zoom, Microsoft Teams, etc.)

## Working Conditions

This position is in Make-A-Wish Texas Gulf Coast and Louisiana headquarters based in Houston, TX. The position requires the individual to work in an office environment in a shared office space. Incumbent must be willing to work some nights/weekends.

## Join Our Team of Inspired People Transforming Lives

We are more than a great place to volunteer—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.

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