

Make-A-Wish[®] Alaska & Washington
JOB DESCRIPTION

Job Title: Wish & Administrative Coordinator, Alaska
Full-Time (30-40 hours a week), Non-exempt Position

Reports To: Wish & Community Advancement Manager

Job Summary: Coordinates wishes for Alaskan children and wish assists for children wanting to visit Alaska. Oversees regional administrative and support functions and assists with regional advancement programs with local donors.

Date Revised: January 22, 2025

VOLUNTEER & PROGRAM MANAGEMENT – 55%

- Responsible for the project management, delivery, and completion of wishes and wish assists as assigned. Manages a caseload of 40-50 wishes.
- 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.
- Assist Wish Support Coordinator with completion and close out of wish and wish assist files.
- 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.

ADVANCEMENT, COMMUNITY RELATIONS & COMMUNICATIONS – 25%

- Coordinate regional Giving Tree Program.
- Coordinate various donor stewardship programs in Alaska.
- Assist with planning and coordination of our annual Happiness Hour fundraiser and other events as assigned.
- Attend and present at workplace giving fairs to engage employees and solicit new support.
- Provide professional representation and support on behalf of Make-A-Wish at events and promotions.
- Ensure the confidentiality and security of proprietary and donor information.
- Maintain and utilize all professional relationships for the advancement of Make-A-Wish.

ADMINISTRATIVE AND SUPPORT FUNCTIONS – 20%

- Ensure necessary resources are relevant, organized, and available to staff.
- Ensure electronic administrative resources are relevant, organized and regularly updated.
- Responsible for facility related functions including property and office management issues, supply maintenance and ordering, mail-related functions and processing of cash and check deposits and credit cards.

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
P. 888.790.7005

Alaska

430 W. 7th Avenue
Suite 110
Anchorage, AK 99501
P. 844.510.9474



- Responsible for overall office organization. Ensure that common spaces are clean, organized, and professional.
- Oversee bi-annual Cleaning Days.
- Primary person responsible for office administration including front desk/greeting service and answering all incoming calls.
- Manage Donor Chalk Wall, including cleaning board and soliciting list of donors or office needs from Wish & Community Advancement Manager.

DESIRED QUALIFICATIONS

- 1 or more years of related professional work experience.
- Ability to manage a wide variety of individual projects and meet deadlines.
- Proven ability to work effectively in a collaborative, team-oriented organization.
- Highly organized and task-oriented.
- Excellent computer and communication skills.
- Project management skills highly desirable.
- Customer service experience highly desirable.

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.
- Must work from the Anchorage, Alaska office a minimum of three days a week.

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.

DIVERSITY, EQUITY & INCLUSION STATEMENT

At Make-A-Wish Alaska and Washington, we value everyone. **We believe that people of any race, color, ethnicity, age, sex, gender identity, gender expression, sexual orientation, neurodiversity, physical and mental health or ability, nationality, faith, religion, socioeconomic status, political ideology, cultural background, military status, or any other aspect that makes them unique are welcome and important.** Together, we are building a community that fosters inclusion and values diversity, so we can equitably grant the wish of every eligible child.

We are committed to open and honest communication unless it diminishes and dehumanizes others or contributes to the spread of misinformation. We encourage others to do the same and acknowledge these conversations can be difficult. We believe this work enriches our community and makes us stronger together.

This will be a full-time, non-exempt employment position working 30-40 hours per week which may include occasional nights and weekends. Compensation is \$22.50-\$24/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 February 24, 2025. No phone calls, please