

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



## Position Summary

Grant wishes and make a difference in the life of a child.

Make-A-Wish Central California and Southern Central Valley (MAWCVS) is looking for a passionate, detail-oriented, focused, and dedicated individual to be responsible for granting high quality wishes for medically eligible children in our community. As many of our wish families speak Spanish as a preferred language, we are seeking a candidate who is fluent in both English and Spanish.

A successful Wish Coordinator should be a people person who enjoys working with volunteers and the community, is detail oriented, enthusiastic about wish granting and passionate about our mission.

## Duties and Responsibilities:

- Work with the program team to deliver innovative and high-quality wishes.
- Coordinate the granting of assigned wishes from referral to completion of the wish including managing the day-to-day workflow of the wish referral and granting process and monitoring and ensuring progress toward wish completion.
- Coordinate with medical teams to obtain required information and documentation for referrals and wishes in progress.
- 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.
- Lead outreach efforts to medical teams to ensure all children who may be eligible for a wish are referred.
- Strategize with program team to increase wish granting capacity and ensure program efficiencies.
- Assist in developing program procedures, processes and manuals.
- Actively collaborate and partner with chapter colleagues to meet chapter goals.
- Other duties as assigned.

## Knowledge and Abilities

- Ability to speak, read, and write fluently in English and Spanish.
- 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.
- 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.

## 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. Hours working seated at a desk working on a computer are required. Individual must have access to a motor vehicle and be willing and able to travel and work some nights/weekends.

## 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.

*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.*

## 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](mailto:trishmiller@spherion.com)

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