



Bilingual Wish Coordinator

Sacramento, CA
Full-Time/Non-Exempt
Spanish-English

At Make-A-Wish®, we are more than a great place to work — our work is life-changing. Together, we create life-changing wishes for children with critical illnesses. More than 40 years ago the inspiration for Make-A-Wish began with one little boy's wish to be a police officer. Today, together with our volunteers, donors, staff and supporters, our chapter has granted more than 10,000 life-changing wishes across the 27 counties we serve and transformed countless lives.

The Role

The Bilingual Wish Coordinator is a key contributor to the mission and responsible for coordinating a caseload of wishes throughout the Chapter territory. The Wish Coordinator will ensure the timely delivery of high-quality wishes for wish children and their families, while making the best use of Make-A-Wish resources. The successful candidate will be an excellent team player who balances multiple tasks and priorities, and able to manage last-minute, emergency requests. The ideal candidate demonstrates cultural competency and is creative and thoughtful when interacting with diverse groups. This hybrid role is based in Sacramento, California, and may require occasional evening or weekend work, as well as travel throughout the region.

Where You Come In

As the Bilingual Wish Coordinator, you will:

- Manage caseload of wishes including:
 - Regular correspondence with wish families
 - Make travel arrangements
 - Seek in-kind discounts/donations
 - Ensure proper documentation is received
 - Create itineraries for wish families
 - Reconcile wish expenses & in-kind
- Maintain regular communication with volunteers, medical teams, and colleagues regarding wish updates
- Request and process required documentation for wish granting
- Conduct wish visits as assigned
- Assist in translating chapter documents as needed
- Attend, support and attend wish volunteer training sessions periodically
- Comply with chapter guidelines and national performance standards
- Occasional evening or weekend events as needed
- Occasional travel within chapter territory required
- Other duties as assigned by supervisor or Sr. Director of Mission Delivery and Outreach

Qualifications

To be successful, an individual must be able to perform each job duty satisfactorily. Candidate will have high level organizational & collaborative skills with a willingness to support productive teamwork.

- Bilingual fluency in English and Spanish is required
- Bachelor's degree in nonprofit management, business, or related field preferred

- 2+ years of applicable work experience strongly desired
- Proficient in MS Word, Excel, Outlook and web-based tools - Salesforce experience preferred
- Database data entry & reporting experience preferred
- Evidence of strong initiative, self-direction, flexibility and creative thinking
- High level of sensitivity when dealing with confidential gifts and constituent information
- Ability to organize work, prioritize, and adhere to deadlines
- Effectively manage a wide array of tasks while maintaining strong attention to detail
- Strong interpersonal & customer service skills with the ability to find effective solutions
- Perform as a positive role model and collaborative team player

Physical Requirements

- While performing the duties of this job, the employee is (occasionally/frequently/regularly) required to sit, stand, walk; use hands or fingers to (occasionally/frequently/regularly) lift and/or move up to 25 pounds.

What We Offer

- Hiring salary range of \$50,000-52,000 annually based on skills and experience. This salary range is provided in accordance with California's pay transparency laws.
- Full time, non-exempt
- Fully benefited position including 401k retirement plan
- Vacation and sick time as well as paid holidays

Join Our Team of Inspired People Transforming Lives

We are more than a great place to work - our work is life changing. 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.

To apply, contact Kelli Miller, Sr. Director of Mission Delivery and Outreach at hr@ncc.wish.org.

Make-A-Wish complies with all applicable California labor laws and regulations. We are an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applicants of all backgrounds and do not discriminate based on race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability, or any other legally protected characteristic.