



**MAKE-A-WISH FOUNDATION OF GREATER LOS ANGELES
JOB DESCRIPTION**

Job Title: Wish Assists Coordinator
Department: Mission Delivery
Reports To: Wish Assists Manager
FLSA Status: Full Time, Non-Exempt
Salary: \$45,000-\$50,000 annually

Please submit cover letter and resume to pgivi@oregon.wish.org

Position Summary: The Wish Assists Coordinator works as part of a dynamic team with the Wish Assists Manager to fulfill impactful, high-quality experiences for wish children visiting the Los Angeles area and produce timely pre-and-post wish communications and expected deliverables internally and externally. The coordinator is responsible for assisting in the coordination and administration of wishes for visiting children for Make-A-Wish Greater Los Angeles. Incumbents may be required to perform other job-related tasks in addition to those specifically presented in this description.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Manage timely intake of new wish assists in Salesforce.
- Coordinate aspects of each wish assist (i.e. hotel reservations, limo reservations, Universal Studios requests, studio requests, coordinating celebrity hosts, activities bookings etc.).
- Maintain accurate Salesforce records throughout the wish process with excellent attention to detail.
- Reconcile credit card charges monthly and allocate expenses accurately among all visiting wish kids.
- Research specific one-off requests for unique wishes.
- Retrieve hotel folios and other invoices in a timely manner.
- Maintain an accounting of expenditures, in-kind donations, and reimbursements, and issue invoices to other chapters within the prescribed timeline after each wish occurs.
- Create detailed, personalized itineraries for each wish.
- Partner with Senior Director of Mission Delivery and Wish Assists Manager to evaluate process and program efficiencies, and act on areas for improvement.
- Actively participate in building a robust, high functioning Wish Assists program.
- Act as point of contact for internal and external stakeholders, including home chapters and MAW America.

- Fulfill celebrity host duties in absence of a celebrity escort wish-granting volunteer, when necessary.
- Collaborate with Community Engagement to assign well-trained volunteers to wish assists. Ensure that celebrity hosts are informed of new policies & procedures through either ongoing communication or annual refresher trainings.
- In collaboration with Wish Assists Manager, develop and grow partnerships to increase in-kind and giving opportunities while strengthening and stewarding relationships for the chapter.
- Actively participate in strategic discussions with Mission Delivery and Development on beneficial future partnerships.
- Promote continuous learning and development, including best practices and cultural norms for wish granting, family and chapter interactions and communications.
- Other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following.

Adaptability - Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts on opportunities. Sets and achieves challenging goals. Takes calculated risks to accomplish goals.

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Continuous Learning - Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Share expertise with others. Strives to continuously build knowledge and skills.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Problem Solving - Develops alternative solutions. Gathers and analyzes information skillfully. Identifies problems in a timely manner. Resolves problems in early stages. Works well in group problem solving situations.

Teamwork - Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

- Read, analyze, and interpret business, professional, technical, or governmental documents. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from managers, customers, and the public.

Mathematical Ability:

- Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Apply concepts of basic algebra and geometry.

Reasoning Ability:

- Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: Computer proficiency.

Responsibilities:

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The chapter employs a hybrid work environment, with 3-days per week in office required.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. Occasionally required to handle and reach, climb, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 45 pounds.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date

Wish Assists Coordinator
0387000

Created - 10/02/2024
Revised - 08/20/2025