

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 seeking a passionate, detail-oriented, focused, and dedicated individual to grant high-quality wishes to medically eligible children in our community. As many of our wish families prefer to speak Spanish, fluency in both English and Spanish is a plus.

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 the 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 is a plus.
- 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.
- Proficiency in Salesforce (or other Constituent Relationship Management platform) and data management systems is 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 to five years of applicable work experience, is 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. The incumbent 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 intended to describe the general nature and level of work performed; it is not exhaustive 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 the 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

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