

Job Title: Senior Coordinator, Donor Engagement

Full-Time, Non-Exempt Position

Supervisor: VP, Advancement

Job Summary: The Senior Coordinator, Donor Engagement provides administrative support for the advancement department and meaningful engagement with Make-A-Wish Alaska & Washington's donor community by coordinating and tracking various methods of donor stewardship, recognition, and engagement. Often the first person donors speak with when they reach out to us, this role plays a key part in ensuring donors feel seen, thanked, informed, and inspired. The Coordinator partners closely with internal teams to route donor inquiries, support scheduling, communicate with and thank donors, maintain accurate records, and create exceptional donor experiences.

Date Revised: April 27, 2026

STEWARDSHIP & DONOR COMMUNICATIONS – 50%

- Help support donor stewardship efforts including thank-you calls, handwritten notes, digital touchpoints, and impact reports.
- Serve as leader of the Gratitude Group (volunteers who thank donors) by coordinating their thank-you assignments and checking in with them regularly.
- Help support direct mail solicitations by coordinating list review and taking on other specific parts of direct mail projects.
- Draft and personalize certain donor correspondence, integrating stories of impact and gratitude.
- Generate and print gift acknowledgment letters from the gift processing system; route for signatures and coordinate enclosures and timely mailing/delivery.
- Help track and execute annual donor recognition and stewardship plans across giving levels and donor segments.
- Answer incoming phone calls and email inquiries; route requests appropriately and provide responsive, professional customer service to donors and community members.

ENGAGEMENT & EVENTS – 15%

- Support donor events, such as wish celebrations, cultivation gatherings, and donor appreciation events.
- Play important supporting role for Events Team on the annual Wish Night Auction & Gala and Wish Heroes Luncheon.
- Coordinate specific aspects of post-event follow-up.
- Attend events to support donor hosting, logistics, and engagement.

DATA & SYSTEMS – 10%

- Track donor engagement activity in CRM (Salesforce); ensure timely and accurate documentation of interactions.
- Request donor reports and mailing lists; support donor segmentation for communications and events.
- Maintain inventory of stewardship materials and collateral.

MISSION

Together, we grant wishes to children with critical illnesses.

VISION

To grant the wish to every eligible child.

VALUES

Inclusion – We are dedicated to building a welcoming and accessible environment to honor, connect and advocate for our diverse community.

Joy – We strive to bring happiness and inspiration into the lives of all those who are touched by our mission.

Excellence – We focus on a people-centered approach to deliver hope-filled and high-quality experiences.

Integrity – We work to create a community that reflects honest, transparency, and authenticity.

Collaboration – We approach our work with humility, open-mindedness, and in the spirit of partnership to achieve the greatest outcome.

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ADMINISTRATIVE & OFFICE SUPPORT – 25%

- Provide administrative support to assigned Advancement team members and the VP, Advancement, as needed, including meeting preparation, document formatting, and limited scheduling/calendar coordination.
- Take notes at committee and department meetings; draft and distribute meeting summaries and action items as needed.
- Receive, open, and route incoming mail; process deposits, ensure gifts and donor correspondence are distributed promptly and securely, including planned giving notifications.
- Maintain organized and accurate electronic and paper files, ensuring excellent recordkeeping and easy retrieval of donor communications and stewardship materials.
- Other duties as assigned.

QUALIFICATIONS

- Passion for the Make-A-Wish mission and the power of philanthropy.
- At least five years professional working experience, at least two years of direct experience in fundraising, nonprofit operations, communications, or related field.
- Preference for candidates with project management and/or executive assistant experience.
- Strong attention to detail and ability to manage multiple tasks and timelines.
- Excellent verbal and written communication skills.
- Proficiency with Microsoft Office; experience with Salesforce or other donor databases preferred.

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.
- Work onsite at least 3 days a week in a shared office space in our Seattle office.
- Must be able to lift and carry equipment of up to 25 pounds.
- Physical ability to navigate moderate distances such as at a large event venue.

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.

Our Commitment to Diversity, Equity, and Inclusion

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.