



Communications Coordinator (Posted 8/5/2026)

Department	Marketing & Communications	Reports To	CEO & President
FLSA Status	Non-Exempt	Location	Irvine, California
Position Type	Full-time, hourly	Work Arrangement	Chapter office with regional travel as needed
Pay Range	\$30 per hour	Date Revised	August 2026

Position Summary

The Communications Coordinator is responsible for developing, coordinating, and executing chapter communications for Make-A-Wish Orange County and the Inland Empire. This position serves as a primary storyteller for the organization, creating compelling content that increases awareness, inspires donor engagement, strengthens community support, and advances the Make-A-Wish mission.

The Communications Coordinator manages the chapter's social media presence, develops wish stories and donor impact stories, creates communication materials across multiple platforms, and supports fundraising and mission-related initiatives through strategic communications. The position also oversees production of donor recognition materials and coordinates direct mail campaigns, newsletters, electronic communications, and other collateral.

Essential Duties and Responsibilities

Content Development & Storytelling (30%)

- Serve as the chapter's lead storyteller, developing wish stories, donor impact stories, volunteer spotlights, and community partner features.
- Interview wish families, donors, volunteers, board members, and community partners to gather content.
- Create written, visual, and multimedia content that reflects the organization's mission and brand and complies with Make-A-Wish America guidelines.
- Maintain a library of stories, photos, videos, and mission-centered content.

Social Media Management (25%)

- Serve as the primary administrator for all chapter social media platforms.
- Develop and execute a comprehensive social media content calendar.
- Create engaging social media posts, graphics, videos, stories, and campaigns.
- Monitor engagement and track social media performance metrics.

Communications & Marketing Materials (20%)

- Coordinate and produce chapter communication pieces, including newsletters, email communications, donor communications, direct mail appeals, event collateral, and organizational updates.
- Draft press releases, media advisories, talking points, and other public-facing materials.
- Ensure consistency in branding and messaging across communication channels.

Donor Recognition & Stewardship Communications (15%)

- Design and coordinate Adopt-A-Wish plaques and donor recognition materials.
- Support donor stewardship efforts through impact communications and recognition pieces.
- Create customized communication materials for donors, sponsors, foundations, and corporate partners.

Event & Organizational Communications Support (5%)

- Provide communications support for fundraising events, mission events, and community activities.
- Capture photos, videos, and stories at chapter events and wish celebrations.
- Submit event promotional materials and post-event public relations materials.

Other Duties (5%)

- Support cross-functional chapter priorities and perform other related duties as assigned.

Qualifications

Required

- BA in Communications, Marketing, Public Relations, Journalism, English, or a related field, or an equivalent combination of education and professional experience.
- Minimum of two years of experience in communications, marketing, public relations, social media management, content creation, or a related field in a face-paced environment.
- Exceptional written, verbal, editing, and proofreading skills with the ability to tailor messaging for diverse audiences.
- Experience managing social media platforms and developing engaging digital content.
- Strong project management and organizational skills with the ability to manage multiple priorities and deadlines simultaneously.
- Experience creating newsletters, direct mail pieces, donor communications, email campaigns, and marketing collateral.
- Proficiency in Microsoft Office Suite, including Word, PowerPoint, Outlook, and Excel.
- Ability to effectively communicate and work with donors, wish families, volunteers, board members, corporate partners, media representatives, and community stakeholders.
- Strong attention to detail and commitment to maintaining brand standards.
- Ability to work occasional evenings and weekends for wish celebrations, fundraising events, and community activities.
- Reliable transportation within Orange, Riverside, and San Bernardino Counties.
- Ability to lift 30 pounds in and out of a vehicle and to sit at a computer or stand for periods of time.
- Experience working in a nonprofit or fundraising environment.
- Experience with social media management and analytics platforms.
- Experience with email marketing platforms such as Mailchimp, Constant Contact, or similar systems.
- Graphic design experience using Canva, Adobe Creative Suite, or similar software.
- Photography and videography experience, including photo editing and short-form video creation.
- Experience writing donor impact stories, stewardship communications, fundraising appeals, and mission-driven content.
- Familiarity with Salesforce or other CRM systems.
- Knowledge of Orange County and Inland Empire communities and philanthropic organizations.
- Valid California Drivers License and proof of insurance.

Key Competencies

Competency	What Success Looks Like
Storytelling & Content	Creates compelling mission-centered stories that inspire donors, volunteers, corporate

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Development	partners, and community members to engage with and support Make-A-Wish.
Written Communication	Produces high-quality written content across multiple channels, including newsletters, direct mail, social media, donor communications, and public relations materials.
Social Media Management	Develops and executes social media strategies that increase engagement, awareness, and community support for the chapter.
Brand Management	Maintains consistent brand standards, messaging, voice, and visual identity across communications and marketing materials.
Donor & Stewardship Communications	Develops meaningful communications that strengthen donor engagement, stewardship, retention, and recognition.
Marketing & Communications Planning	Manages communication calendars, project timelines, and campaign execution from concept through completion.
Relationship Building	Builds positive relationships with colleagues, wish families, donors, volunteers, board members, media contacts, and community partners.
Creativity & Innovation	Generates fresh ideas and creative solutions that increase chapter visibility, engagement, and support.
Project Management	Manages multiple projects simultaneously while meeting deadlines and maintaining quality standards.
Attention to Detail	Ensures accuracy, professionalism, and consistency across communication materials.
Collaboration	Works effectively with colleagues across departments to support fundraising, mission delivery, and organizational priorities.
Mission Focus	Demonstrates a passion for the Make-A-Wish mission and communicates the impact of wishes in a meaningful and inspiring way.

Work Environment & Physical Requirements

- This position is based in Irvine, California, with travel throughout Orange, Riverside, and San Bernardino Counties.
- Occasional evening and weekend work may be required for wish celebrations, fundraising events, community activities, media opportunities, or chapter needs.
- The employee is regularly required to sit, use a computer, communicate verbally and in writing, and occasionally stand, walk, lift, carry, push, or pull up to 30 pounds.
- Working safely is a condition of employment. Make-A-Wish Orange County and the Inland Empire is a smoke, vape and drug-free workplace.

Compensation & Benefits

- This position is non-exempt and eligible for overtime in accordance with applicable federal, state, and local law.
- Benefits may include medical, dental, vision, paid time off, paid holidays, retirement benefits, and other benefits provided to similarly situated employees, subject to plan terms and organizational policy.

California & Employment Disclosures

Equal Employment Opportunity

Make-A-Wish Orange County and the Inland Empire is an Equal Opportunity Employer. The chapter provides equal employment opportunities to all applicants and employees without regard to race, color, religion, religious creed, national origin, ancestry, citizenship, age, sex, sexual orientation, gender, gender identity, gender expression, marital status, pregnancy, childbirth or related medical condition, physical or mental disability, medical condition, genetic information, military or veteran status, or any other characteristic protected by applicable federal, state, or local law.

Reasonable Accommodation

Make-A-Wish Orange County and the Inland Empire provides reasonable accommodations to qualified applicants and employees with disabilities and for sincerely held religious beliefs, observances, and practices, as required by law. Applicants who need assistance or accommodation during the application process may contact the chapter.

California Fair Chance Act

Consistent with California law, the chapter will not ask about or consider criminal history before a conditional offer of employment, unless an exception applies. If a post-offer background check is conducted, the chapter will follow applicable individualized-assessment and notice requirements before making any adverse decision based on conviction history.

Salary History

The chapter will not seek or rely on an applicant's salary history information, including compensation and benefits, in determining whether to offer employment or what compensation to offer. Applicants may voluntarily and without prompting disclose salary history information, but prior salary will not justify any compensation disparity prohibited by law.

Background Check / Work Authorization

Any employment offer may be contingent upon satisfactory completion of applicable background checks, reference checks, and verification of authorization to work in the United States, consistent with applicable law and organizational policy.

About Make-A-Wish Orange County and the Inland Empire

Make-A-Wish Orange County and the Inland Empire creates life-changing wishes for children with critical illnesses. Through the generosity of donors, volunteers, corporate partners, and community supporters, we bring hope, strength, and joy to wish children and their families.

Our vision is to grant the wish of every eligible child.

To Apply

Please email your resume, cover letter and two examples of your work to jobs@ocie.wish.org Incomplete applications will not be considered. Application period closes 8/25/26.