Bilingual Wish Coordinator

Department	Wish Department	**Reports To**	Vice President of Mission Delivery
FLSA Status	Non-Exempt	**Location**	Irvine, California
Position Type	Full-time, hourly	**Work Arrangement**	Chapter office with regional travel as needed
Pay Range	$21 - $23 per hour	**Date Revised**	November 2026

Position Summary

At Make-A-Wish Orange County and the Inland Empire, we grant life-changing wishes to children with critical illnesses. As a Wish Coordinator, you will be at the heart of our Mission, organizing and executing wishes that bring Wish kids the life-changing joy only a granted wish can give. Reporting to our Wish Manager, you will collaborate with colleagues on the Wish team and across the organization. We are looking for a talented, passionate individual who can balance the tactical details of this critical role.

Essential Duties and Responsibilities

- Plan and coordinate every aspect of the wish process, including transportation, accommodations, services, medical equipment, and itineraries, following best practices outlined in local chapter and National policies.
- Communicate with health care professionals, volunteers, and families to ensure each wish serves the best interest of the child.
- Manage a wish caseload in Salesforce.
- Help maintain relationships with vendors and other Make-A-Wish chapters.
- Establish a budget for each wish, with direction from the Vice President of Mission Delivery.
- Monitor each wish's progress to keep it moving forward in a timely manner.
- Ability to manage recurring deadlines, prioritize multiple cases and identify priorities.
- Assist with other program support tasks as assigned.

Qualifications

Required

- Bilingual (Spanish)
- Valid California Driver's license and reliable transportation
- College degree
- At least two years experience in related fields, preferably in the nonprofit sector
- Must have a strong attention to detail, organization and follow through
- Proficiency with Microsoft Office, particularly Excel, Word, Outlook, and shared electronic filing systems
- Strong written and verbal communication skills and the ability to provide responsive internal and external customer service
- Ability to handle confidential information

Preferred

- Experience with Salesforce

Key Competencies

Accuracy and Attention to Detail	Communication
Coordination and planning of wishes	Follow Through
Documentation and Confidentiality	Creativity and innovation
Organization and Time Management	Problem Solving
Teamwork & Collaboration	Accountability

Work Environment & Physical Requirements

- This position is based in Irvine, California, with occasional regional travel as needed.
- The employee regularly sits, uses a computer and standard office equipment, communicates verbally and in writing, and participates in in-person and virtual meetings.
- The employee may periodically stand, walk, bend, reach, and lift, carry, push, or pull items weighing up to 25 pounds, including mail, files, supplies, and event or office materials.
- Occasional evening and weekend work may be required for chapter activities.
- Working safely is a condition of employment. Make-A-Wish Orange County and the Inland Empire is a drug-free workplace.

Compensation & Benefits

- This position is non-exempt and eligible for overtime in accordance with applicable federal, state, and local law.
- The pay range is $21 - $23 per hour.
- Benefits may include medical, dental, vision, paid time off, paid Federal 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 and cover letter to getinvolved@ocie.wish.org. Subject line should read “Wish Coordinator” Incomplete applications will not be considered. Application period closes **December 28, 2026.**