

**Make-A-Wish®**  
**Alaska and Washington**  
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akwa.wish.org



**Make-A-Wish® Alaska and Washington**  
**JOB DESCRIPTION**

**Job Title:** Administrative Coordinator  
**Reports To:** HR & Operations Manager  
**Job Summary:** Non-Exempt position: Executive support for HR & Operations Manager. Primarily responsible for oversight of chapter administrative and support functions.

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**HR & Operations Manager & Trustee Support:**

- Provide administrative support for HR & Operations Manager.
- Maintain Trustee Engagement calendar and DirectorySpot (online roster app).
- Record minutes for monthly board and Executive Committee meetings and send to President & CEO for review prior to next meeting.
- Update and provide PowerPoint and binder for new trustee orientations.
- Gather materials and create PowerPoint presentation for monthly trustee meetings.
- Provide assistance for Twice Yearly Staff Meetings.

**Chapter Administrative and Support Functions:**

- Primarily responsible to ensure that necessary resources are relevant, organized and available to staff.
- Maintain administrative calendar for WWA office that tracks key operational functions, dates and deadlines.
- Manage supply ordering including monitoring cost to improve efficiencies and coding invoices.
- Manage all furniture/office resource requests; develop and maintain relationships with furniture vendors.
- Responsible for overall office organization. Ensure that common spaces are clean, organized and professional.
- Ensure electronic administrative resources are relevant, organized and regularly updated.
- Work with regional offices to coordinate administrative functions/communication to maximize cost and efficiency.
- Oversee bi-annual Cleaning Days; assist with regional office cleaning days.
- Prepare and coordinate UPS and messenger services.
- Prepare payment and in-kind documentation for UPS, Fed Ex and other administrative expenses.

*We grant the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy.*

- Prepare signed checks for mailing.
- Serve as staff lead for GoToMeeting and conference calls.
- Monitor traffic and news for Seattle office.
- Manage Business Reply Mail account.
- Manage Welcome Chalk Wall (including spreadsheet of artists, creating artist bio, cleaning board, soliciting list of donors from MA) for WWA and EWA.

### **Front Desk & Customer Service:**

- Greeting and phone support.
- Process mail and daily deposit.
- Provide customer service to all external and internal customers by anticipating needs and proactively addressing issues as they arise.
- Contribute ideas that will raise the level of service quality provided by Make-A-Wish to its constituents.

### **Department Support:**

- Mission Advancement Support
  - Mail acknowledgement letters twice weekly.
  - Provide administrative support to key chapter internal events as needed.
  - Manage airline donations including phone donations, non-corporate, and media mileage drives.
  - Lead *Thanks for Giving* campaign.
- Wish Support
  - Prepare and send out wish packets to new wish families within 48 hours of receipt from wish department.
  - Format Wish Family satisfaction survey.
  - Coordinate monthly volunteer and wish family publicity surveys including providing quarterly reports back to program staff.
  - Prepare Summer Wish Perk mailing and coordinate details for Seafair events.
  - Responsible for overall management, tracking and documentation of Wish Perk program.
  - Assist with Giving Tree in-kind backup research.
  - Manage and maintain new volunteer files.
  - Conduct new intern orientations.
  - Maintain toy room organization.
  - Double check completed wish files.
  - Assemble wish packs as requested.
- Communications & Marketing Support
  - Process monthly media tracking.
- FAST Support
  - Process in-kind donations including: data entry, creating acknowledgement letters, assembling and closing batches, etc.
  - Import new donor info into the Raiser's Edge for online, vehicle, and direct mail, etc. donors.
  - Provide back-up gift entry as necessary.

### **DESIRED QUALIFICATIONS**

- BA/BS or equivalent combination of education and work experience.
- 1 or more years of administrative support experience in a nonprofit setting.
- Excellent communication, project management, and organizational skills.
- Excellent customer service orientation and professional demeanor.
- Proficient in Microsoft Office. Raiser's Edge experience preferred.
- Exceptional attention to detail.
- Must thrive in a collaborative, team-oriented environment.
- Commitment to the Make-A-Wish mission.

### **PHYSICAL REQUIREMENTS**

- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.
- The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes
- Remain in a stationary position for long periods of time on a daily basis.
- Work in a busy office environment in a shared office space.
- Constantly operate a computer and other office productivity machinery for long periods of time.
- Physical agility to climb, walk, lift, talk, hear, push/pull, squat, twist, turn, bend, stoop and to reach overhead.

This will be a regular, full-time, non-exempt employment position working approximately 40 hours per week which may include occasional nights and weekends. Compensation is \$15.00-\$17.00 (depending upon experience). Make-A-Wish also offers a competitive benefits package.

To apply, email resume and cover letter to [jobs@akwa.wish.org](mailto:jobs@akwa.wish.org) by September 25<sup>th</sup>.

No phone calls, please.