



*“Together, we create life-changing wishes for children with critical illnesses.”*

## **JOB ANNOUNCEMENT**

### **Events Manager – Full Time/Exempt Make-A-Wish Orange County and the Inland Empire®**

The Events Manager is an integral member of the Make-A-Wish team and crucial to our mission to deliver life-changing wishes to our Wish Kids and their families within Orange County and the Inland Empire. This position will be responsible for managing internal and external events for the Chapter as well as overseeing our Kids for Wish Kids strategy. S/he will report into the Senior Development Manager and collaborate with colleagues within the Development Team, as well as engage with our Wish Team and volunteers throughout our chapter. We are looking for a creative, passionate, and experienced manager who is eager to showcase their event planning talents to ensure our mission to grant every eligible child's wish is realized.

#### **Essential Job/Position Functions:**

##### **INTERNAL EVENTS**

- Manage logistics planning on all Internal Events.
  - Manage internal event ticketing and auction platform and other event sites.
  - Ensure data has been properly set-up and captured in internal event fundraising site(s).
  - Manage on-site production to ensure smooth execution of event, including trouble shooting and clean up.
  - Direct internal and external work crews before, during and after events. Provide necessary documentation regarding event set-up to the appropriate entities.
  - Secure and coordinate all appropriate permits, licensing, and event site(s) set-up prior to events.
  - Create detailed run of show for the event, minute-by-minute.
  - Advise and assist on selection of menu, arrange for tasting, and coordinate with all technical support, podium sound checks, lighting levels, audio-visual, etc.
  - Manage materials and signage needed for event production.
- Coordinate solicitation of in-kind donations for auction items; coordinate and manage operation of both live and silent auctions and raffles for each event.
- Manage event committees to ensure that members are fully supported and accomplish tasks required for successful events. Work with event committees to develop goals and objectives, facilitate meetings, and lead committees towards successfully completing the established goals and objectives.
- Manage and oversee consultants, and vendors, including negotiation of contracts, on-site logistics and coordination to ensure timely and successful deliverables. Work with Volunteer Coordinator to identify and assign volunteers to events as needed.
- Create and adhere to project budgets and timelines for events. Work with Operations and Finance to track and ensure funds are being properly accounted for and collected. Monitor progress of registration, ticket sales, and income goals and adjust plans as appropriate.
- Work with our Marketing team to develop a marketing/PR campaign for each event and to maintain items on event website(s).
- Collaborate on the design, production, and distribution of all event communications, invitations, and promotional materials, and development of invitation lists.
- Analyze event performance and prepare metrics reports and presentations on a regular schedule.
- Manage Event Module in donor database software (Raiser's Edge/Salesforce).
  - Build queries to generate reports and data to analyze and improve future events.
  - Enter and maintain all internal event information, including attendees.

### **THIRD PARTY EXTERNAL EVENTS**

- Work with community event hosts to manage major external events as assigned.
- Assure hosts are following Make-A-Wish guidelines to have their event approved and ensure external event process is being adhered to.
- Coordinate event publicity.
- Manage volunteers for pre-event and event-day help.
- Attend event to coordinate event-day logistics (when needed).

### **YOUTH ENGAGEMENT**

- Manage, maintain and grow all youth and school groups; including Kids For Wish Kids clubs in Elementary, Middle and High Schools; Wishmakers on Campus in Colleges and Universities; Young Professionals and any other youth or young adult-oriented service groups.
- Contact and meet with school administration and leaders to promote Make-A-Wish programs and cultivate relationships.
- Work with school and youth event hosts (schools, service organizations) to manage external events that support Make-A-Wish Orange County and Inland Empire.
- Post, promote and maintain social media posts on behalf of school groups in partnership with Brand & Marketing team.
- Other duties as assigned

### **CHAPTER SUPPORT**

- Execute fundraising plan with defined goals, strategies and tactics to hit the chapter's budgeted revenue goals (plan includes: donor identification, cultivation, solicitation and stewardship); growing/maintaining Make-A-Wish national partnerships; and identifying potential individual, corporate or community partners donors for the Development team.
- Manage multiple priorities, including recording and tracking all donor data, maintaining database, and ensuring documentation is completed in a timely fashion.
- Utilize and incorporate MAWFA Daily Wish resources as appropriate.
- Serve as an integral member of the team, participating in overall goals, policies and budgets while establishing a culture of working together to achieve the mission of the chapter.
- Create and/or update policies, practices and SOPs related to areas of responsibility.
- Contribute event information to Chapter newsletters and e-mailings.
- Collaborate with other chapter departments (Wish, Development, Volunteer, Brand Advancement, Finance & Operations) as needed.
- Assist with assessment of annual budgetary needs for areas of responsibility.
- Manage all administrative and operational processes in accordance with Chapter standards, policies and practices, as well as MAWFA Performance Standards and Guidelines.
- Attend conferences/trainings (National or local) as required.
- Manage and supervise interns as they are requested and/or assigned to projects.
- Advise direct supervisor of matters of importance relating to areas of responsibility.

### **Job/Position Skills:**

- Availability to work a flexible schedule.
- Exceptional organizational, planning, analytical and prioritization skills.
- Strong leadership skills with the ability to motivate and inspire a diverse group of volunteers and staff.
- Excellent verbal and written communication skills, including public speaking.
- Self-motivated and thrives in a team-oriented environment.
- Proven aptitude for proactive customer service, "thinking out of the box", and effective issue resolution that result in positive customer experiences.
- Ability to maintain professional demeanor in high-stress and challenging situations.
- Ability to work within an environment of frequently changing priorities and as an integral part of a diverse team
- Strong, positive work ethic.
- Ability to assume responsibility without direct supervision, exercise initiative and judgment; to prioritize and organize workload to complete assignments in a timely manner, and to make decisions within the scope of assigned authority.

- Adherence to deadlines, strong organizational and time management skills with attention to detail.
- Excellent verbal and written communication skills to clearly communicate with all employees, interns, volunteers, donors, the Board of Directors, CEO and other senior executives in a clear, business-like and respectful manner, which focuses on generating a positive, enthusiastic and cooperative work environment.
- Ability to speak, read and write in English.
- Ability to maintain confidentiality.
- Requires a passion for and commitment to the work of Make-A-Wish.
- Requires a heart for youth and desire to impact the next generation to embrace philanthropy.
- Requires ability to travel within Orange, Riverside and San Bernardino Counties.

**Job/Position Qualifications:**

- Bachelor's Degree preferred
- 3-5 years' experience in event management
- Microsoft Office Suite proficiency
- 2 - 4 years of experience in fundraising and/or Youth group development
- Donor Database Systems experience preferred

Working safely is a condition of employment. Make-A-Wish Orange County and the Inland Empire is a drug-free workplace.

The employee will be expected to work the hours necessary to meet the position requirements. Must be able to lift 25lbs.

**TO APPLY:**

Submit cover letter and resume to [getinvolved@ocie.wish.org](mailto:getinvolved@ocie.wish.org)

Subject line should read "Events Manager"

No phone calls please.