



Job Title: Bilingual Wish Coordinator (Spanish & English)

Department: Mission

Reports to: Wish Program Manager

Type: Full-Time, Exempt

Location: Blended remote and onsite at one of our offices, Boston or Providence, RI

Salary Range: \$50,000-\$55,000, depending on experience

Application Deadline: February 16, 2024

ABOUT US

Make-A-Wish Massachusetts and Rhode Island is a 501 (c)(3) non-profit organization. Founded in 1983, our mission is to create life-changing wishes for children with critical illnesses. We are more than a great place to work — our work is life-changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds and experiences, are united in purposeful work. We are fueled and guided by our values — values that are represented in the inspired people we work with and the transformational work we do every day.

POSITION SUMMARY

This position is responsible for the coordination of wishes within the policies and procedures established by Make-A-Wish America and Make-A-Wish Massachusetts and Rhode Island. The role of Bilingual Wish Coordinator also supports the VP of Mission Delivery and Wish Program Manager with special projects.

The successful candidate will be an excellent communicator who is fully fluent (oral and written) in both English and Spanish and a team player who juggles multiple tasks and priorities and exercises sound judgment, working across departments of the organization as required. The position requires superior relationship building, customer service, and project management, as well as outstanding communication skills and attention to detail.

RESPONSIBILITIES

- Coordinates the planning and implementation of wishes and manages a caseload of routine and complex wishes to ensure each moves through the pipeline in a timely manner. Specific aspects include establishing a budget for each wish and organizing all aspects of wish project management from the wish being determined to it being granted.
- Manages and tracks all necessary paperwork and secures signatures, if needed.
- Enters all data and records of communication into Salesforce in a timely and accurate manner.
- Maintains complete and well-organized electronic wish files in accordance with local and national Make-A-Wish guidelines.
- Develops strong relationships with vendors in the region to secure in-kind donations for wishes as well as working with corporate alliances through Make-A-Wish America.
- Communicates with our Medical Outreach team to coordinate medical approvals, medical equipment, and nursing needs for each wish.

- Communicates with healthcare professionals, volunteers, and family members to ensure each wish proceeds in the best interest of the child.
- Translates documents into Spanish as needed.
- Shares wish stories and photo/video collateral with the Marketing/Communications team.
- Provides support for internal and external events as needed.
- Keeps updated on all national and local Make-A-Wish policies, procedures, performance standards, and guidelines as they relate to the wish-granting program and implements new initiatives to improve the wish-granting process.
- Participates in the on-call rotations to support wish families during off business hours.
- Assists other departments, as needed.

QUALIFICATIONS

Education: Bachelor's degree preferred or equivalent work experience

Experience: 3+ years of professional experience in customer service, project management and/or nonprofit desired, including work with children and families.

Skills and Abilities:

- **Bilingual (oral and written) Spanish and English required**
- Exceptional communication and customer service skills with audiences including community, medical, professional, and volunteer constituencies
- Ability to manage multiple projects independently and simultaneously to problem solve and achieve objectives
- Highly organized and detail oriented to manage data entry and project timelines
- Microsoft Office required and Salesforce experience preferred
- Ability to interact with diverse groups and work successfully in a fast-paced, collaborative organization
- Willing to work occasional evening and weekend hours, as required

Travel: Requires occasional non-overnight travel and after-hours commitments to support events across our region. Having a driver's license and access to a vehicle is required.

BENEFITS

Make-A-Wish Massachusetts and Rhode Island offers a wide range of benefits including competitive pay based on experience, medical/dental/vision insurance, 403(b) retirement plan with employer contribution, paid time off, and social activities.

HOW TO APPLY

To apply for this position, please submit your resume and cover letter to jobs@massri.wish.org. Submissions will be reviewed on a rolling basis. No phone calls please.

Make-A-Wish Massachusetts and Rhode Island is committed to providing a work environment in which all employees enjoy equal employment opportunities. All employment-related decisions are made without regard to a person's race, color, creed, sex, national origin, ancestry, age, disabilities, sexual orientation, or any other basis which is illegal under applicable federal, state, and local laws.