

# **Wish Coordinator**

*Memphis, TN \* Program Services Department \* Full-Time \* Non-Exempt*

At Make-A-Wish Mid-South, we are more than a great place to work – our work is life-changing. Together, we create life-changing wishes for children with critical illnesses. We have been doing this for over 35 years, and together, with our volunteers, donors, staff and supporters, Make-A-Wish Mid-South has granted more than 6,000 life-changing wishes and transformed countless lives.

## **THE TEAM**

Make-A-Wish Mid-South is headquartered in Memphis, TN with remote offices in Little Rock, AR and Fayetteville, AR. We serve wish children throughout the Mid-South, including the state of Arkansas, West Tennessee and North Mississippi. The Program Services team is committed to fulfilling wishes for every eligible child.

## **THE ROLE**

The Wish Coordinator works with wish families, donors, volunteers, and other departments to grant the wish of every eligible child.

## **WHERE YOU COME IN**

As a Wish Coordinator, you will:

- Coordinate, organize and manage all aspects of the wish granting process – ensuring compliance with the standards of the national and local offices.
- Oversee and support the volunteers assigned to the wish.
- Build strong relationships with the wish families to ensure a positive and impactful wish experience.
- Develop and manage the budget for each assigned wish – adhering to policies for expenses, required documentation and file closing following the completion of a wish.
- Solicit in-kind for wishes and meet quarterly in-kind goals.

## **WHAT YOU'LL NEED**

- Bachelor's degree or equivalent.
- Minimum of 3 years work experience in a related field.
- Proficient in Salesforce and data management preferred.
- Proficient in Microsoft Office suite of programs.
- Able to learn new software programs quickly.
- Demonstrate the ability to focus on details and prioritize multiple tasks and duties – effectively and efficiently.
- Ability to motivate, support and work directly with a diverse constituency.

- Establish and maintain filing systems.
- Bilingual – in Spanish – preferred.

### **WHAT WE OFFER**

- Competitive salary
- Paid time off: Vacation – 12 days per year, increasing with tenure; Personal Leave – 12 days per year; and 12 holidays per year.
- Flexible work schedule.
- Comprehensive benefit package that is paid for by the chapter, including medical, dental, vision, disability and life insurance.
- 401k Retirement Savings Plan, including a match after completion of six months of service.
- Employee Awards and Recognition Programs.

### **HOW TO APPLY**

To apply, please send a cover letter, resume and salary requirements to [administration@midsouth.wish.org](mailto:administration@midsouth.wish.org). Applications without a cover letter will not be considered.