

JOIN OUR TEAM!

POSITION: Wish Coordinator

JOB LOCATION:

Fargo, North Dakota

POSITION TYPE:

Full-Time 40 hours/week

Be a part of the #1 Most Trusted Nonprofit Operating Locally Across 50 States. At Make-A-Wish® North Dakota, we are more than a great place to work – our work is transformational. Together, we create life-changing wishes for children with critical illnesses. The chapter was founded in 1985 and has granted over 1,100 wishes since our inception. The Wish Coordinator is a key contributor to the mission by facilitating the logistics of the wish experience.

THE TEAM

With a dedicated and collaborative culture, you will work alongside team members who are mission-driven and motivated in their roles to be part of the health journeys of almost 50 children statewide each year. The chapter has a strong reputation both locally and nationally. The organization carries out its impactful mission with a staff of eight and the help of over 185 volunteers, including a 16-member Board of Directors. The chapter is headquarters in Fargo, ND with a Regional Director based in Bismarck, ND.

PRIMARY PURPOSE SUMMARY

To coordinate and work alongside wish granting volunteers to plan, execute, and lead the process of granting magical wishes to eligible children within the policies and procedures established by the National office and Make-A-Wish North Dakota. Reporting to and working closely with the Mission Delivery Manager, the Wish Coordinator plays an integral role of fulfilling the mission of Make-A-Wish North Dakota. This role will also work in tandem with the Volunteer and Outreach Manager. This position requires excellent customer service, project management and attention to detail. Responsible for coordinating the wish-granting process from determination through the closing the wish. This position ensures that accuracy, cost-effectiveness and timeliness standards are managed and maintained for all wish experiences to ultimately improve delivery of the mission in the chapter's 53 counties and ensure we create life changing wishes for every eligible child.

Responsibilities

- Coordinate the course of granting wishes from “Wish Design” status through completion of the wish, financial reconciliation, including submitting all required accounting reports as directed and prompt close-out.
- Research options for delivering wishes in the most cost-effective and quality manner, in compliance with federal, state, or local laws, and utilizing available resources provided by the National office and other chapters.
- Strive to grant approximately 50 quality North Dakota wishes per fiscal year - providing excellent customer service to wish children, wish families, volunteers, affiliates, vendors, in-kind donors, etc.
- Provide feedback and support to volunteer wish granter teams by maintaining close communication with details of the wish, ideas for enhancements to provide outstanding wish experiences and recording notes in chapter database.
- Provide input in volunteer assignments, trainings, recognition, etc.

- Create wish budgets, submit check requests, reconcile monthly wish invoicing, and ensure all wrap-up activities such as documentation are completed to close out wish files in a 45-day best practice and all by end of fiscal year.
- Assist with managing risk by consistently implementing compliance of performance standards, policies, guidelines, and procedures to ensure consistent program quality.
- Raise resources and establish working relationships for each individual wish by obtaining in-kind donations specific to the wish experience.
- Coordinate the timely flow of all wish files in caseload to exceed benchmarks established by Make-A-Wish America.
- Responsible for ensuring the integrity of the electronic wish files and logging activities in database.
- Keep up to date with any new documents as directed by policies and procedures.
- Represent Make-A-Wish North Dakota responsibly, positively, and professionally and maintain sensitivity and ensure confidentiality of wish children and their families.
- Identify and communicate to chapter leadership all potential opportunities and/or relationships that may increase the chapter's ability to raise funds and grant wishes.
- Identify challenges and recommend solutions to team.
- Serve as emergency contact for families with occasional nights and weekends required.
- Continually endeavor to improve the wish journey experience in the best interest of the wish child and family by evaluating and utilizing the post-wish survey data.

Qualifications

- Education requirement: BA/BS in Child Life, Social Work, Human Services, or other related fields or equivalent combination of education and work experience.
- Two+ years of nonprofit experience preferred.
- Mission-focused with a passion to make a difference.
- Team player who has excellent customer service skills and is positive, friendly, proactive, and open with information.
- Demonstrative ability in clear and effective verbal and written communication skills are required with excellent phone presentation skills being a must.
- Sincere commitment to work collaboratively and build relationships with diverse constituent groups, including staff, board members, volunteers, donors, wish children and their families, vendors and other supporters.
- Ability to deal with sensitive information with a high level of trust, integrity, and confidentiality.
- Strong time management skills being self-motivated and detail-oriented to prioritize work, organize, and meet deadlines with effective decision-making skills.
- Adaptable to respond to rapidly changing situations with proven project management skills.
- Demonstrated understanding of principles of organizational effectiveness and volunteer engagement preferred.
- Ability to handle high pressure situations and have difficult conversations.
- Limited travel may be required to support mission delivery.
- Proficient in Microsoft Office Suite; experience with Salesforce preferred or other database management; capable of learning new programs.
- Understanding of budget development and management.
- Eagerness to continually improve and learn new things.

CHAPTER BENEFITS

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| • Competitive salary based on experience | • Simple IRA contributions |
| • Medical, dental and vision insurance | • Paid holidays |
| | • Paid Time Off (PTO) |

TO APPLY

Please submit your cover letter and resume to: info@northdakota.wish.org