



**Job Title:** Bilingual Wish Coordinator (Spanish/English)

**Reports To:** Director of Wish Granting

**Posting Date:** November 2024

**Experience Level:** Entry-level to Intermediate

#### **Overview of Position:**

The Wish Coordinator has a solution-focused mindset with a passion for critically ill children and a talent for innovative thinking. This position manages logistics, maintains budgets, and provides excellent customer service to families and vendors while bringing a child's creative vision to life. A successful Wish Coordinator must possess strong relationship-building and project management skills, along with creativity, resourcefulness, a track record of excellent customer service, and keen attention to detail.

#### **Primary Job Duties and Responsibilities:**

- Coordinate the planning and execution of wishes, managing a diverse caseload of routine and complex wishes to ensure timely progression through the pipeline. Responsibilities include fostering meaningful relationships with wish families, establishing and maintaining budgets, and planning logistics such as travel accommodations, gift purchases, and celebration events.
- Manage a wish caseload of 50+ wishes, including RUSH wishes for both Spanish and English-speaking families.
- Grant between 80-100 wishes throughout a fiscal year.
- Maintain and update all necessary paperwork and medical approvals for each wish.
- Update and audit wish files daily with documentation of actions, correspondence, expenses, and wish planning documents.
- Ensure all aspects of wishes comply with policies and guidelines set by Make-A-Wish® America and Make-A-Wish® Georgia.
- Collaborate with healthcare professionals and the Medical Outreach Manager to secure medical wish clearances and address all medical needs for safe wish fulfillment.
- Available to be on call for wish families traveling, as needed.
- Build strong partnerships with wish families and their assigned wish-granting volunteers, providing consistent, professional communication throughout the wish experience.
- Cultivate relationships with local and national vendors to secure in-kind donations and volunteer opportunities, enhancing the wish experience.
- Support a team-oriented environment by assisting fellow wish team members as needed and engaging coworkers to enhance a positive culture.
- Assists Development and Marketing teams with wish-related needs for fundraising and storytelling efforts.
- Focus on Spanish-speaking resources and needs, including translation and interpretation, bilingual recruiting, and ensuring that Spanish-speaking families have an equitable and inclusive experience.
- Other duties as assigned.

#### **Desired Qualifications:**

- **Bachelor's degree preferred** or equivalent work experience, ideally in Nonprofit Administration, Communications, Human Development & Family Studies, or a related field.
- **Relevant work experience** in customer service, project management, nonprofit organizations, or with a focus on children and families.

## Bilingual Wish Coordinator (Spanish/English) – Job Description

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- **High integrity, trustworthiness, flexibility, compassion, and creativity.**
- **Proven ability** to manage multiple projects, prioritize shifting needs, and maintain calm and productivity in a fast-paced, deadline-driven environment.
- **Excellent interpersonal skills**, with the ability to joyfully and effectively communicate and collaborate with a diverse range of stakeholders, including wish families, critically ill children, volunteers, donors, and board members.
- **Goal-oriented, self-motivated, and quick to learn**, with the ability to work independently with minimal supervision.
- **Proactive and solution-focused**, demonstrating a positive attitude and creative problem-solving abilities for wish-related needs.
- **Proficiency in Microsoft Office** is required; experience with Salesforce is preferred.
- **Commitment to inclusiveness and diversity**, with a strong respect for and contribution to the organization's values.
- **Fluency in both Spanish and English**, written and spoken, is required.
- **Must successfully pass a criminal background check.**

### Additional Details:

The Bilingual Wish Coordinator primarily works in an office environment and must reside in the state of Georgia. This role requires flexibility in scheduling, including availability for evenings and weekends as needed, based on the requirements of the wishes being granted. The Coordinator also serves as an emergency contact for wish families during travel. Physical demands may include lifting up to 25 pounds and standing for extended periods. A valid driver's license and reliable transportation are also required.

### What We Offer:

- Competitive compensation for similar nonprofit roles
- Comprehensive benefits package: Medical, Vision, Dental
- Company provided Short Term Disability, Long Term Disability, and Life Insurance
- 401(k) Retirement Savings Plan and Organizational Match to help secure your financial future
- Hybrid office environment
- Generous PTO Program to support your work/life balance
- Connection to an awesome culture - purpose-filled and supported by service-minded individuals

### About Make-A-Wish® Georgia:

Since 1995, Make-A-Wish® Georgia has been creating life-changing wishes for children with critical illnesses. Make-A-Wish is an equal employment opportunity (EEO) employer and does not discriminate based on age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity, and/or expression, genetic information, marital status, status regarding public assistance, veteran status, or any other characteristic protected by federal, state, or local law.

To apply, email your cover letter, resume, and salary range to [jobs@georgia.wish.org](mailto:jobs@georgia.wish.org).