

# Volunteer Coordinator

*\* 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 7,000 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 Volunteer Coordinator works to recruit and train a network of volunteers to provide quality wish experiences for children and their families, in addition to working to place volunteers at events to assist staff with event production.

## WHERE YOU COME IN

As a Volunteer Coordinator, you will:

- Coordinate, organize and manage all aspects of the volunteer program – including recruitment, placement, training, recognition and retention of all Chapter volunteers.
- Actively recruit wish-granting, event and airport greeter volunteers.
- Build strong relationships with volunteers to ensure a positive and impactful wish experience for wish families, donors and other volunteers.
- Coordinates all aspects of volunteer training for new and existing volunteers.
- Ensures that volunteers are in compliance with the standards of the national and local office.

## WHAT YOU'LL NEED

- Bachelor's degree from a four-year college or university.
- Minimum of 3 years project management, special events or volunteer management.
- Proficient in Salesforce and data management preferred.
- Proficient in Microsoft Office suite of programs.

- Strong written and verbal communication.
- 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.
- Ability to travel regionally as required.
- 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.