



PROGRAM OPERATIONS COORDINATOR

We are currently seeking an experienced **Program Operations Coordinator** to join our team in **Dallas, TX**.

Who We Are:

Make-A-Wish North Texas - Since 1980, Make-A-Wish has been creating life-changing wish experiences for children with critical illnesses around the world. Wishes are proven to have a positive impact on a child's physical and mental well-being and are credited with increased compliance with treatment. When a wish is granted, a child replaces fear with confidence, sadness with joy, and anxiety with hope, forever transforming the lives of children, their families, and entire communities.

Make-A-Wish North Texas is 100% locally funded and serves 161 counties across the state of Texas, including Dallas, Fort Worth, El Paso, Amarillo, Lubbock, Midland/Odessa, and the surrounding areas. Since our chapter's founding in 1982, we have granted over 13,000 wishes. To learn more about us, visit <https://wish.org/ntx>.

Our Mission:

Together, we create life-changing wishes for children with critical illnesses.

How We Work:

We are a culture grounded in the knowledge that wishes bring hope that can change everything. We care about our wish families, each other, ourselves, and our communities. We believe in communicating with curiosity, assuming the best of intentions, and listening to understand. We think it's important that all voices get to be heard. We are transparent. We passionately bring wishes to life, and we have a lot of fun along the way! Ultimately, we strive for joy in our work, so that we can be a source of joy for our wish kids and their families.

This position is hybrid in the Dallas/Fort Worth area, working at least two days per week in our Dallas office.

If your experience and skills meet the needs outlined in this job posting, and this is the type of work environment you value and want to be a part of, then please apply!

About the Role:

The Program Operations Coordinator will support the Mission team and will collaborate with other staff, volunteers, vendors, and community supporters to create an overall wish experience through which children and families build resilience and experience healing.

What you'll do:

Core duties and responsibilities include the following. Other duties may be assigned.

- Requests Confirmations of Health and updated Medical Wish Clearance Forms, accurately documenting cases in Wish & Volunteer Center and ensures forms are available in electronic file.
- Communicates with families upon eligibility determination (send welcome videos/emails).
- Creates and send letters for referrals who do not qualify for a wish with Make-A-Wish.
- Responsible for the execution of wish backpacks – including itinerary building in Canva.
- Supports Mission team in Wish File Closing.
- Responsible for In-Kind Gift Processing for the Mission Team.





- Manages monthly communications with wish families (Star Registries, Sugarwishes, birthday mailings, wish surveys, MP surveys, MP wish stories, etc.)
- Manages Wish Inbox, updates wish database and ensures accuracy and data integrity.
- Assists with planning and logistics for wish celebrations/recognition.
- Provides support to Mission team as needed for mission delivery and growth and to Operations team in pulling reports and other data as needed.
- Communicates with wish families, vendors, mission staff, and volunteers to ensure each wish proceeds in the best interest of the child.
- Completes assignments in a timely manner to meet chapter goals.
- Align to our Rules of Engagement. We believe that our culture and workplace community thrive when we engage with our colleagues and constituents within these tenets:
 - Assume best of intentions
 - Listen to understand
 - Create a judgement-free zone
 - All voices get to be heard
 - Communicate with curiosity
 - Commit to transparency
 - Have fun!
- In accordance with the Make-A-Wish team philosophy, carry out or assist with other projects and tasks as assigned in addition to those listed in the job description.

Our Perfect Candidate

Education and Experience:

- Associate's degree or related equivalent experience.
- One to two years progressively responsible experience demonstrating a record of accomplishment in detail-oriented positions.
- **Bilingual (English/Spanish) required.**

Required Abilities and Skills:

- Shares the values of Make-A-Wish®: integrity, child focus, excellence, community, and inspiration.
- Demonstrates core competencies valued at Make-A-Wish North Texas: commitment to mission, quality of work, quantity of work, adaptability, use of work time, ability to work well with others, communication, dependability, professionalism, attendance/punctuality.
- Strong project management skills with strong attention to details and deadlines.
- Excellent interpersonal skills, well organized, and dependable.
- Solid problem solving and decision-making abilities.
- Strong relationship building skills.
- Strong customer service skills
- Ability to work effectively as part of a team, especially with volunteers.
- Excellent verbal and written communication skills
- Proficiency in all components of Microsoft Office Suite
- Knowledge of Salesforce software (IME, WVC, CRM) and Canva - preferred.
- High integrity and ability to work intelligently with confidential information.
- Self-starter with creative problem-solving skills.
- Ability to read, write and communicate in English and Spanish is required.
- Ability to present a positive and professional image of the Make-A-Wish Foundation of North Texas.
- Must be able to travel and work flexible hours beyond the normal schedule when necessary,





including attending weekend and after-hours events.

Company Offers:

- Competitive salary commensurate with experience and education
- Comprehensive benefits package available: (healthcare, vision, dental and life insurances; 401k company match; paid time off and holidays)

To Apply:

Please submit your cover letter with salary requirements, and resume to hr@ntx.wish.org

We are an Equal Opportunity Employer!

