



**Job Title:** Wish Process Coordinator

**Reports To:** Wish Process Manager

**Posting Date:** March 2025

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

The Wish Process Coordinator audits each wish file for accuracy, making an overall assessment of the wish, wish arrangements, and next steps. This role acts as a wish liaison for wish families, keeping them updated as they review paperwork, determine the child's requested wish, solidify wish participants, process medical approvals, and ensure all aspects of paperwork have been collected (family signatures, letters of understanding, passports, etc.) The role also provides excellent customer service to all constituents.

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

- Responsible for daily assessment of new wishes and communication with wish families
- Maintain a caseload of approximately 100 wish families at a time.
- Confirms requested wish fits within national and local policies.
- Determines wish participants and ensures all paperwork needed has been received.
- Works with medical team to collect medical approval for the requested wish.
- Works with volunteers to provide instruction and support through the wish granting process.
- Liaison with wish families to collect additional information to support the wish.
- Manages wish family expectations through the wish granting process, especially around timing for the wish delivery.
- Communicates clearly and in a timely manner to wish families, staff, and volunteers.
- Provides emergency coverage for wish families as well as office coverage for wish granting team members.
- Ability to train and mentor interns on wish process.
- Ensures all aspects of job tasks follow policies outlined by Chapter and National organization.
- Other duties as assigned

#### **Desired Qualifications:**

- Bachelor's degree in Nonprofit Administration, Communications, or Human Development and Family Studies
- 2-3 years of experience working with families
- Experience with Salesforce; as well as proficient use of Microsoft Office Suite
- Bilingual (English and Spanish) skills HIGHLY preferred to enhance our customer service and meet the needs of our diverse client base.
- Ability to handle multiple priorities and achieve goals and objectives.
- Excellent written and verbal communication skills
- Detailed oriented focus with understanding of documentation practices.

## Wish Process Coordinator – Job Description and posting

---

- Skilled in building and maintaining positive relationships with staff, volunteers, and community members.
- Ability to collaborate effectively with all levels of management.
- Flexibility to work occasional nights and weekends.
- Minimal travel expected.
- Knowledge of and passion for the mission and vision of Make-A-Wish® Georgia.

### 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.
- 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).