

Volunteer Coordinator

Date Revised:

6/10/25

Job Description**Make-A-Wish® Mid-South****General Summary**

The volunteer coordinator is responsible for the coordination of the volunteer program including recruitment and training, managing assignments and cultivation. The volunteer coordinator works with a network of volunteers across the designated territory to provide quality wish experiences for children and their families, as well as, place volunteers at events to assist staff with event production.

Job Responsibilities:

- Coordinate program to recruit, place, train, motivate, recognize, and retain volunteers.
- Actively recruits wish-granting, wish discovery, wish celebration, event and airport greeter volunteers by networking with the local community and businesses and attending volunteer fairs or other special events where potential volunteers may be recruited.
- Utilize strong public speaking skills for volunteer recruitment efforts and trainings.
- Coordinates all logistical aspects of training and supervises volunteers for wishes and special projects and events, as needed by the Chapter.
- Plans wish-granting training for select volunteer groups (ex: Regional Boards, Associate Board, local companies).
- Ensures that sufficient training is available for all volunteers, taking into consideration such things as timing and location.
- Provides recognition of volunteers on an ongoing basis, including volunteer awards and appreciation events.
- Recruits and manages drop-off site captains and phone bank volunteers for radiothons; secures wish families for radio interviews.
- Tracks all volunteer years of service, office hours, wishes, and event hours.
- Be aware of national and regional trends in volunteer management.
- Network with other professionals and organizations in the community to better understand opportunities and challenges in our own area.
- Responds to calls from persons requesting information about volunteer opportunities and coordinates volunteer informational meetings.
- Creates volunteer newsletter and cultivation postcards. Mails out birthday cards and other special occasion cards as the need arises.
- Executes plan to recognize volunteers during National Volunteer Week.
- Ensures that volunteers are assigned for all administrative, development and program services needs in a systematic, efficient, and timely manner.
- Maintains volunteer files, ensures accuracy of volunteer database, and produces routine volunteer reports within WVC.
- Ensures that information within the organization is communicated to volunteers in a timely and clear manner.
- Attends internal fundraising events and serves as point of contact for volunteers.
- Assesses potential risks and liabilities of volunteer activities and volunteer behaviors and brings them to the attention of the Vice President of Program Services.
- Ensures that volunteers are complying with policies and guidelines set forth by the national office or by the Chapter.
- Conducts background checks every three years and requests conflict of interest forms on an annual basis.

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- Performs other related duties as assigned or requested.

Qualifications & Skills

- Bachelor's Degree (B.A.) from a four-year college or university
- Minimum three years project management, special events or volunteer management experience preferred
- Demonstrates the ability to focus on details
- Manages and prioritizes multiple tasks effectively
- Strong written and verbal communication
- Ability to motivate and support a diverse constituency
- Demonstrates a commitment to the mission of Make-A-Wish
- Has the ability and willingness to travel regionally as required in this position
- Thorough understanding of the region we serve
- Establishes & maintains filing systems
- Problem solving skills
- Professional appearance
- Proficient in Microsoft Office
- Proficient in social media platforms
- Proficient in Salesforce and data management preferred.
- Bilingual in Spanish preferred.

Benefits

- Competitive salary.
- 12 vacation days (increasing with length of service), 12 personal leave days, and 12 paid holidays.
- Flexible work schedules.
- Generous employee health-related benefits that are paid for by the Chapter and include medical insurance, dental insurance, vision insurance, long-term disability and life insurance.
- Employee 401k program with match after completion of six months of service.
- Employee awards and recognition programs.

This position is located in Memphis, TN. To apply, please send cover letter, resume and salary requirements to administration@midsouth.wish.org. Applications without a cover letter will not be considered.