



## **Job Description**

### **Job Title:** Wish Coordinator

**Job Type:** Full-time (Hybrid Schedule), Entry-level position

### **The Institution**

**Mission:** Together, we create life-changing wishes for children with critical illnesses. Founded in 1980 when a group of caring community members helped a young boy fulfill his dream of becoming a police officer, Make-A-Wish is one of the world's leading children's charities with 58 chapters in the United States and its territories. Tens of thousands of volunteers, donors and supporters advance the Make-A-Wish® vision to grant the wish of every child diagnosed with a critical illness. In the U.S. and its territories, a wish is granted every 34 minutes. A wish can be that spark that helps these children believe that anything is possible and gives them the strength to fight harder against their illnesses. This one belief guides us and inspires us to grant wishes that change the lives of the kids we serve. Make-A-Wish has granted over 520,000 wishes in the US since inception.

Since 1986, Make-A-Wish Philadelphia, Delaware & Susquehanna Valley has fulfilled more than 8,000 transformational wishes and projects fulfilling 340 wishes this year alone. A wish come true helps children feel stronger, more energetic, and more willing and able to battle their critical illnesses. Make-A-Wish accepts referrals from parents, guardians, medical professionals such as doctors, nurses, social workers, and child-life specialists. Our chapter now serves the following 13 counties: Bucks, Chester, Cumberland, Dauphin, Delaware, Lancaster, Lebanon, Montgomery, Perry, Philadelphia in Pennsylvania, and New Castle, Kent and Sussex in Delaware.

At Make-A-Wish Philadelphia, Delaware & Susquehanna Valley, we are committed to championing diversity, equity and inclusion, fostering an organization that is accessible and welcoming for all wish families, volunteers, donors and staff so that everyone feels valued, respected and empowered. We believe that a variety of backgrounds and experiences lead to better innovation and creativity.

Together, we will work to build a culture that encourages and celebrates diverse voices and experiences. It is only through the mosaic of these different cultures, perspectives and experiences that we can be successful in granting life changing wishes to EVERY eligible child.

For additional information about Make-A-Wish Philadelphia, Delaware & Susquehanna Valley, please visit [philadesv.wish.org](http://philadesv.wish.org).

### **Job Summary**

The Wish Coordinator is a key member of our Mission Delivery team and helps to grant meaningful, unique wishes for every assigned wish child. Through collaboration with wish children and their families, trusted vendors and community partners, the Wish Coordinator plans and facilitates the granting of every assigned wish.

### **Essential Duties and Responsibilities**

- Manage a portfolio of up to 60 wishes annually that range from shopping sprees, local amusement parks to Disney travel by overseeing the wish granting process from start to finish for each assigned child and ensuring that each wish process moves through the wish journey in a timely manor with integrity
- Provide high-quality customer service throughout all interactions with volunteers, wish recipients and their families, medical professionals and other external stakeholders
- Coordinate with vendors, volunteers, medical professionals and other stakeholders to manage travel arrangements, deliveries, celebrations and other logistics associated with each assigned wish
- Establish, record and adhere to a budget for each wish, ensuring funds are used appropriately
- Secure in-kind donations from vendors and stakeholders to enhance or compliment the wish and wish budget
- Maintain administrative duties effectively and with integrity, including but not limited to clear and appropriate communication with wish children/families, vendors and other stakeholders, maintaining efficient response times in communication, accurately documenting transactions and communications within the appropriate folders and files
- Accurately rectify budgets for completed wishes in collaboration with Finance Department, Vendors, and other chapters (as needed)
- Attend 2 fundraising events on the behalf our chapter within every fiscal year
- Participate in the on-call rotating week-long emergency phone responsibilities as support for families actively on their wish at any time of day
- Meet individual and group key performance indicators related to wish journey timeframes, budgeting achievements and wish granting goals per fiscal year, with the collaboration of supervisor and general wish team
- With partnership of the Volunteer Manager, effectively communicate with Make A Wish Volunteers and ensure that they are effectively utilized throughout the wish journey process.
- Maintain a thorough knowledge of and implement all relevant local and national policies, procedures, and guidelines.
- Maintain open and productive communication with all administrative and program staff.
- Attend all required meetings, training courses, and relevant professional development opportunities.
- Complete other duties, as assigned.
- Report to Senior Wish Manager on progress of wishes.

## **Required Qualifications and Competencies**

- College degree required
- Flexibility to work events, evenings and weekends as needed
- Strong skills in verbal and interpersonal communication. Bilingual is a plus.
- Eagerness to support the mission of Make-A-Wish
- Strong oral and written communication skills, as well as the ability to effectively communicate with diverse populations including volunteers, families, medical professionals, and other key stakeholders.
- Strong time management skills.
- Outstanding organizational skills and the ability to effectively track progress on multiple projects simultaneously.
- Ability to drive to a variety of work-related events.
- Flexibility with work hours.
- Strong computer and technology skills.
- A positive attitude and true team-player mentality.
- Knowledge of principles and processes for providing customer (wish family and volunteer) service. This includes assessing customer needs, meeting quality standards and evaluation of customer satisfaction.
- Knowledge of and adherence to the Foundation's policies, procedures and processes regarding incoming external donations.
- Ability to demonstrate a belief in the mission and vision of the organization
- Ability to solve problems and utilize team resources and supervision effectively
- Ability to manage multiple priorities, and work in a deadline driven environment.
- Ability to demonstrate a high level of professional demeanor; communicate and work successfully with a wide variety of constituents including donors, board members, healthcare partners, volunteers and consultants to build lasting relationships.
- Ability to demonstrate a high level of integrity, trustworthiness, flexibility, compassion and humor necessary to address the practicalities of a growing nonprofit, along with the creativity and persistence required to elicit new thinking and change.
- Ability to successfully function in an environment that tracks and evaluates key performance indicators on a monthly, quarterly and fiscal year basis.

### **Preferred Qualifications**

- BA/BS with 1-2 of relevant experience in customer service, case management, data entry and/or call centers.
- Healthcare background (RN, SW, MSW) prioritized.

**To apply for this position, please send your resume and cover letter to Geremi James, Vice President of Mission Delivery: [gjames@philadesv.wish.org](mailto:gjames@philadesv.wish.org). Please do not apply online, all applications must be emailed.**

Make-A-Wish is an equal opportunity employer and is committed to fostering an inclusive and diverse workplace. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected characteristic as defined by applicable law. We believe in providing a fair and supportive work environment where all individuals are valued, respected, and empowered to contribute to our shared success. If you require accommodation during the application or interview process, please let us know, and we will be happy to assist.

**Location Note:** Our office will be moving from Blue Bell, PA, to Bala Cynwyd, PA, in August 2025. You must be able to commute to both locations during the transition.