



**The Make-A-Wish Foundation® of East Tennessee**  
**POSITION DESCRIPTION**

**POSITION:** Wish Coordinator

**STATUS:** Full-time, salaried, exempt position. Must be available on occasional evenings and weekends. Will include local and some overnight travel.

**SUMMARY:** The primary job function of this position is managing and granting wishes. This includes managing the wish process for 75+ wish families at a time, coordinating the granting of 80% of the annual wish goal, administering program-related activities, supervising, and working closely with volunteers, conducting community outreach, and building relationships with families, vendors, and supporters.

**RESPONSIBILITIES:**

- Work closely with the team to successfully design and coordinate the wish experience for wish children and oversee the wish coordinating activities of volunteers and partners.
- Develop rapport with wish children, volunteers, families, and stakeholders with thoughtful and consistent communication for positive wish outcomes.
- Create memorable and unique experiences for each child while upholding and operating within the policies and procedures established by Make-A-Wish America and Make-A-Wish East Tennessee.
- Manage vendor relationships making sure costs are controlled and invoices are submitted for payment in a timely manner and in-kind donations are accurately acknowledged.
- Contribute to storytelling and publicity by planning wish reveals and celebrations involving donors, volunteers, the public, and media and capturing photos and videos.
- Design, coordinate, and plan specific aspects involved with all types of wishes. This includes, but is not limited to:
  - Ensure that all required forms are in place.
  - Develop wish budgets, sneak peeks, and itineraries.
  - Manage the purchase, delivery, and installation of “to have” items.
  - Schedule travel and reserve transportation, accommodations, necessary medical equipment, and other services.
- Work with other chapters or the National office to plan celebrity or sports wishes.
- Coordinate wish assist requests from other chapters.
- Document and reconcile all expenditures.
- Occasional travel for trainings, wish deliveries, and wish celebrations.
- Help Director of Wish Granting with emergency wish calls outside of the normal business hours.
- Consistently implement wish-granting policies, guidelines, standards, and procedures to ensure program quality.
- Strictly follow internal controls and sound wish practices.



- Monitor the progress of wishes and ensure that each wish proceeds within the time frame established by the Chapter.
- Update and input all appropriate information into the Chapter's database systems and ensure data is accurate and up to date.
- Maintain wish files, ensuring that all forms and paperwork are gathered and stored in the appropriate online folder.
- Work with staff at other chapters on coordination of travel wishes.
- Assist Director of Wish Granting with coordination of wish granting volunteers to ensure a positive wish experience.
- Build and maintain relationships with in-kind donors.
- Ensure the foundation's liability is minimized by obtaining appropriate signatures, releases, and supervision, as needed.
- Seeks the advice of physicians, social workers, and other medical professionals to address medical needs of wish children and participants.
- Respond to all wish-related inquiries in a timely manner.

#### QUALIFICATIONS:

- Bachelor's Degree in Nonprofit Management or related field or unrelated bachelor's degree with 1-2 years of experience working or volunteering in a nonprofit setting.
- Excellent organizational skills and attention to detail.
- Ability to use a computer with specific skills in Microsoft Office Suite.
- Ability to work with the Salesforce database system.
- Ability to manage and prioritize multiple tasks efficiently and effectively.
- Professional, positive demeanor and excellent customer service skills.
- Excellent and confident oral and written communication skills. Proficient with telephone and face-to-face communication.
- While performing the duties of this Job, the employee is regularly required to sit, stand, walk, talk and hear. The employee must occasionally lift and/or move up to 25 pounds. Regular Vision abilities, including computer work.
- Ability to deal with sensitive information with a high level of trust and confidentiality.
- A commitment to and a passion for the Make-A-Wish mission.

#### GENERAL INFORMATION:

Travel through 36 counties in East Tennessee will occasionally be required. Annual leave, including vacation and sick time, will be offered. Criminal and financial background checks are required prior to hiring.

To apply, submit a cover letter, resume, and salary requirements to **etn.wish@gmail.com**.

Job Type: Full-time