



Onboarding Coordinator Job Description

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| Title: | Onboarding Coordinator |
| Department: | Mission Delivery |
| Supervisor: | Manager of Medical Engagement, who is currently in the process of being hired In the interim, this position will report to the Vice President of Mission Delivery |
| Status: | Full Time, Permanent |
| Date: | October 2025 |

Make-A-Wish® New Jersey, creating life-changing wishes for children battling critical illnesses in the Garden State with the belief that a wish experience can be a game-changer, seeks a full-time **Onboarding Coordinator** to join our team at our Monroe Township, NJ facility. This is a great opportunity to share in the power of a child's wish come true, while engaging with a diverse community, at one of the leading Make-A-Wish® chapters in the country. This position will play a crucial role in our success, make an immediate impact, and experience profound job satisfaction and fulfillment.

Job Summary: The Onboarding Coordinator will aid the Mission Delivery department with the intake of new qualified referrals and executing the goals and objectives of the Medical Outreach team while providing support in all relevant areas throughout a child's Wish Journey. Major responsibilities include but are not limited to:

MAJOR RESPONSIBILITIES:

Welcome:

- Assess referred children for Make-A-Wish eligibility in accordance with national criteria standards and organizational policies established by Make-A-Wish America.
- Serve as the primary point of contact for parents and/or guardians throughout the eligibility assessment process, providing guidance and support.
- Manage communication with newly qualified families, ensuring timely completion of enrollment documentation and accurate data entry in our database (Salesforce).
- Facilitate onboarding by collecting and processing all required paperwork for families to complete their enrollment.
- Aid in the handling and tracking of incoming referrals, including the initial wish-granting documentation.
- Maintain detailed written records of all communication related to each wish, including phone calls, emails, follow-ups, and/or medical notes.

Wish Discovery:

- Assist with the coordination and follow up on medical eligibility and authorization forms once a wish has been declared.
- Collaborate with the Medical Intake Coordinator, Bilingual Mission Support Specialist and Volunteer Coordinator to ensure streamlined communication with medical teams throughout the Wish Discovery phase ensuring that a wish complies with National Make-A-Wish® policies adhering to the recommended timeline for the wish journey.
- Support the Mission Delivery team in conducting virtual and in-person Wish Discovery visits for wish children and their families, when needed.

Wish Creation:

- Provide support as needed by assisting with the planning of wishes within the Wish Creation phase. This



involves following up with the medical teams for authorization forms, medical equipment, nursing care, etc.

- Assist with maintaining relationships with medical professionals by sending wish feedback from their patients' wish experiences.

General:

- Achieve individual, departmental team and chapter-wide goals related to mission enrollment and delivery.
- Provide staff support for Wish Discovery visits with wish family on predetermined evenings and weekends at the Samuel and Josephine Plumeri Wishing Place.
- Attend Volunteer Continuing Education Training sessions to support the volunteer department.
- Represent Make-A-Wish® New Jersey at annual events; work as a liaison and support figure for wish families who are in attendance.
- Maintain sensitivity and confidentiality to families being served by the Foundation.
- Adhere to all Make-A-Wish® America performance standards and Make-A-Wish® New Jersey policies and procedures.
- Other duties as assigned.

Preferred Skills, Abilities and Requirements:

- Bachelor's degree required.
- Related work experience in medical outreach and/or health services, hospital setting and/or with medical professionals preferred.
- Knowledge of child development and childhood illnesses & treatment preferred.
- Bilingual and able to read, write and speak Spanish proficiently preferred.
- Fluency in other languages, helpful.
- Ability to manage and prioritize multiple tasks effectively in a timely manner.
- Evident of strong initiative, self-direction, flexibility, creative thinking, and administrative skills.
- Ability to provide excellent customer service and representation of Make-A-Wish® to external supporters and all wish families.
- Demonstrate compassion, caring and sensitivity when fulfilling wishes and interacting with families that may experience challenging circumstances in their lives.
- Able to successfully work in, motivate, and support a collaborative, team-oriented organization.
- Commitment to and a passion for the mission of Make-A-Wish® New Jersey.
- Confidentiality and personal integrity are essential.
- Experience with developing and implementing creative solutions to time sensitive work.
- Proficient computer skills in Microsoft Office and database management (preferably Salesforce).
- Problem-solving team player with excellent organization and interpersonal skills required. Confident, polished, and professional presentation and communication skills.
- Flexibility with hours for night/weekend planned events and wish family emergencies.
- Occasional travel to visit with referral sources within the Tri-State area (NJ, NY, PA).
- Must pass background check.

Compensation:

- The expected salary range for this position is from \$40,000-\$50,000 annually.
- Salary range offers are based on range of factors including but not limited to relevant skills, training and experience.
- Make-A-Wish New Jersey offers a comprehensive and competitive benefits package including health & wellness, retirement & financial security and generous PTO.

Please submit a cover letter and resume with "Onboarding Coordinator" in the subject line to jobs@nj.wish.org.
No phone calls please.

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.