



Wish Coordinator Job Description

Title:	Wish Coordinator
Department:	Mission Delivery
Supervisor:	Wish Assist & Experience Manager
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 **Wish 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 Wish Coordinator plays an integral role in fulfilling the mission of the Foundation; granting the wishes of eligible children who have critical illnesses. Major responsibilities include but are not limited to:

RESPONSIBILITIES:

- Manage, plan, and execute a caseload of wishes.
 - Plan a wide range of wishes while working closely with wish families, volunteers, and vendors.
 - Coordinate all specific aspects involved with the wish, including but not limited to transportation, accommodations, services, assisting chapters, medical equipment, liability forms, and itineraries.
 - Develop a positive rapport with the wish child and family by serving as a liaison between chapter staff and the wish family, ensuring the family is updated on the status of the wish throughout their wish journey.
 - Act as a reliable, communicative, and productive member of the "wish team" by working closely with a volunteer partner and Make-A-Wish staff to create the best possible wish experience for each child.
 - Conduct research for unique wish types.
 - Solicit in-kind donations, ensuring Make-A-Wish® resources are used wisely.
 - Establishes a wish budget within the guidelines set forth by the Chapter's budget, receive approval on all budgets by the Senior Director of Wish Granting with additional review where needed by the Vice President of Mission Delivery.
 - Monitors progress of each wish and ensures wish proceeds in a timely manner.
 - Provides proper reporting and back up, i.e., credit card authorizations, purchase orders, gift in-kind forms.
 - Administers and files all procedures required for completion of a wish.
 - Effectively performs crisis communication and reflective listening techniques with wish families.
 - Keep written record of all communications for each wish (telephone calls, emails, follow-up, medical equipment needed, etc.)

- Manages wish database and equivalent paper files on each child to ensure compliance with National Standards and Chapter guidelines.
- Follow up with medical authorization forms as needed.
- Handle routine phone calls and emails for Wish Granting information.
- Provides 24-hour on-call coverage on active wishes as needed (one week per month).
- Other duties as assigned.

General:

- Represent Make-A-Wish® New Jersey at annual events; works as a liaison and support figure for wish families who are in attendance.
- Attends Volunteer Continuing Education Training sessions to support volunteer department.
- Provides staff support for wish family visits on predetermined evenings and weekends at the Samuel and Josephine Plumeri Wishing Place.
- 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.

Preferred Skills, Abilities and Requirements:

- Bachelor's degree required.
- Experience working in a social services sector preferred with 1-3 years' experience.
- Bilingual and able to read, write and speak Spanish proficiently preferred.
- Fluency in other languages, helpful.
- Knowledge of child development and childhood illnesses & treatment preferred.
- Highly professional demeanor, able to work successfully with a wide variety of constituents including vendors, medical teams, volunteers and wish families.
- Provide excellent customer service and representation of Make-A-Wish® to external supporters and all wish families.
- Creative thinker with desire to make each wish unique and magical.
- Ability to build and sustain productive long-term relationships.
- Able to successfully work in, motivate, and support a collaborative, team-oriented organization.
- Ability to manage multiple projects simultaneously and achieve objectives with a sense of urgency.
- 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).
- Self-motivated, creative, problem-solving team player with excellent organization and interpersonal skills required. Confident, polished, and professional presentation and communication skills.
- Occasional travel to wish reveals and/or deliveries.
- Flexibility with hours for night/weekend planned events.
- 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 "**Wish 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.