

## Wish Coordinator

*Program Services Department \* Full-Time \* Non-Exempt*

At Make-A-Wish Mid-South, we are more than a great place to work – our work is life-changing. Together, we create life-changing wishes for children with critical illnesses. We have been doing this for over 35 years, and together, with our volunteers, donors, staff and supporters, Make-A-Wish Mid-South has granted more than 7,000 life-changing wishes and transformed countless lives.

### THE TEAM

Make-A-Wish Mid-South is headquartered in Memphis, TN with remote offices in Little Rock, AR and Fayetteville, AR. We serve wish children throughout the Mid-South, including the state of Arkansas, West Tennessee and North Mississippi. The Program Services team is committed to fulfilling wishes for every eligible child.

### THE ROLE

The Wish Coordinator plays a key role in delivering the Make-A-Wish mission by managing the full lifecycle of the wish experience for eligible children with critical illnesses. This role coordinates all aspects of wish planning – including family communication, volunteer collaboration, vendor logistics, budgeting and documentation – ensuring each wish is delivered safely, creatively, and in alignment with Make-A-Wish policies.

### WHERE YOU COME IN

As a Wish Coordinator, you will be responsible for:

- **Wish Coordination & Family Support**
  - Serve as the primary point of contact for wish families from initial assignment through wish completion.
  - Provide compassionate, responsive support to families, ensuring their experience is positive, inclusive and stress-free.
  - Assess safety, accessibility, and medical considerations in partnership with healthcare teams and internal approvals.
- **Wish Planning & Execution**
  - Develop detailed wish plans and timelines tailored to each child's wish type.
  - Coordinate and schedule all arrangements for wish fulfillments and ensures necessary documentation is obtained.
  - Source vendors, venues and community partners to bring creative elements to each wish, including the solicitation of in-kind donations to offset the cash portion of the wish.
  - Maintain accurate and timely documentation in wish-tracking systems.
  - Monitor progress of each wish and ensures wish proceeds in a timely manner to ensure completion of quarterly wish goals.
  - Ensure compliance with risk management, safeguarding policies, and chapter/national standards.
- **Budget & Administration**
  - Create and manage wish budgets in compliance, ensuring expenses are cost-effective and within approved guidelines.
  - Process invoices, reimbursements, vendor orders, and in-kind donation documentation.

- Track wish-related data and reporting metrics for internal audits and reporting.
- Close out the wish files on a quarterly basis – ensuring all required documentation is complete and accurate.
- **Volunteer & Community Engagement**
  - Collaborate with volunteer wish granters as needed.
  - Develop relationships with community partners and donors to support wish elements and in-kind opportunities.
  - Represent the chapter at wish celebrations and wishes as needed.
- **Cross-Team Collaboration**
  - Partner with marketing team to identify storytelling opportunities and donor engagement moments.
  - Partner with the fundraising team to identify wishes that are ready for sponsor assignment – with a focus on what is best for both the wish child and sponsor.
  - Work closely with finance teams to ensure documentation is accurate and processed on a timely basis.
- **Program Team Collaboration**
  - Participates in bi-weekly team meetings to support the wish process.
  - Cover the after-hours emergency phone as assigned.
- **Other**
  - Performs other related duties as assigned or requested.

### WHAT YOU'LL NEED

- **Required**
  - Bachelor's degree from a four-year college or university. Multiple years of work experience may be considered.
  - Minimum of 3 years of work experience.
  - Strong project management and organizational skills.
  - Excellent interpersonal skills with the ability to support diverse families who may be experiencing emotional stress.
  - Ability to balance multiple wishes simultaneously and manage time effectively.
  - Proficiency in Microsoft Office; Salesforce or CRM experience preferred.
  - Ability to learn new software programs quickly.
  - Ability to work independently and on a collaborative basis.
  - Demonstrates the ability to focus on details and prioritize multiple tasks effectively.
  - Establish & maintain filing systems.
- **Preferred**
  - Bilingual, preferably Spanish/English.
  - Experience in nonprofit program coordination, event planning, or project management.

### WHAT WE OFFER

- Competitive salary
- Paid Time Off: Vacation – 12 days annually, increasing with tenure; Personal Leave – 12 days annually; and 12 holidays per year.
- Paid Medical Leave - after completion of five years of service.
- Flexible work schedule.
- Comprehensive benefit package that is paid for by the chapter, including medical, dental, vision, disability and life insurance.
- 401k Retirement Savings plan, including a company match after completion of six months of service.
- Employee Awards and Recognition programs.

**WORK ENVIRONMENT**

- Office-based with hybrid flexibility.
- Occasional lifting of items for wish deliveries (usually < 25 lbs).
- Availability for evening or weekend wishes and events.

**HOW TO APPLY**

Please send a cover letter, resume and salary requirements to [administration@midsouth.wish.org](mailto:administration@midsouth.wish.org). Applications without a cover letter or salary requirements will not be considered. Candidates selected for an interview will be contacted. No phone calls please.

*Make-A-Wish Mid-South is an Equal Opportunity Employer and does not discriminate on the basis of race, ancestry, national origin, color, religion, gender, age, marital status, sexual orientation, disability or veteran status.*