



Job Title: Wish Process Coordinator
Reports To: Senior Director of Wish Granting
Posting Date: August 13, 2019

About Make-A-Wish® Georgia:

Since 1995, Make-A-Wish Georgia has been creating life-changing wishes for children with critical illnesses. Since then, nearly 8,000 lives have been impacted by the “Power of a Wish™.” Make-A-Wish Georgia is a movement, powered by you, to renew families and communities disrupted by serious childhood illness. We all have the power to make wishes come true. To learn how you can become a part of the story, visit www.georgia.wish.org.

Overview of Position:

The Wish Process Coordinator ensures each wish moves through the wish granting process in a timely manner while acting as the liaison for wish families and wish granting volunteers for Make-A-Wish Georgia. The role supports the wish granting process from the initial wish visit through wish determination and paperwork collection. The Wish Process Coordinator audits each wish file for accuracy, determines the child’s requested wish, solidifies wish participants, and ensures all aspects of paperwork have been collected (family signatures, letters of understanding, passports, etc.) This role keeps the family informed about wish progress while providing excellent customer services to all constituents.

Primary Job Duties and Responsibilities:

- Responsible for daily assessment of wishes and communication with wish families and volunteers
- Connects wish granting volunteers with each wish family
- Supports wish granting volunteers as they visit the wish family and determine the child’s wish
- Confirms requested wish fits within national and local policies
- Determines wish participants and ensures all paperwork needed has been received
- Liaison with wish families to collect additional information to support the wish
- Manages wish family expectations through the wish granting process, especially around timing for the wish delivery
- Communicates clearly and in a timely manner to wish families, wish granting volunteers, and staff
- Provides emergency coverage for wish families and wish granting volunteers, as well as office coverage for team members
- Ensures all aspects of job tasks follow policies outlined by Chapter and National organization
- Represents the chapter at statewide speaking and fundraising events
- Other duties as assigned

Qualifications:

- Bachelor's degree in Nonprofit Administration, Communications, or Human Development and Family Studies
- Fluency in Spanish and English, both written and spoken preferred
- Experience supporting families in crisis
- Ability to handle multiple priorities and achieve goals and objectives
- Excellent organization skills and great attention to detail
- Displays an excellent level of follow up
- Ability to problem solve in urgent situations
- Excellent written and verbal communication skills
- Excellent customer service
- Proficient use of Microsoft Office Suite
- Experience with Raiser's Edge and Sales Force preferred
- Skilled in building and maintaining positive relationships with staff, volunteers and community members
- Ability to collaborate effectively with all levels of management
- Flexibility to work occasional nights and weekends
- Minimal travel expected
- Knowledge of and passion for the mission and vision of Make-A-Wish® Georgia

Make-A-Wish® Georgia is an Equal Opportunity Employer. All applicants please send resumes and cover letters to jobs@georgia.wish.org. No calls or office visits, please.