



**Title: Wish Coordinator**  
**Reports to: Program Services Director**  
**Status: Salaried, Non-exempt**  
**Date created: October, 2018**

**Position Summary:** Make-A-Wish® South Dakota has an immediate opening for a full-time Wish Coordinator in Sioux Falls. This position directly assists in the process of granting an average of 80 wishes a year to qualified kids across the state, in accordance with policies and procedures established by the National Office and Make-A-Wish South Dakota chapter. The Wish Coordinator provides administrative support to the Program Services Director and Volunteer and Outreach Director and ensures the quality of each wish experience through proper management, planning and oversight. The position requires constant adherence to our mission: Together, we create life-changing wishes for children with critical illnesses.

**Qualifications:** Candidates must be extremely organized – attention to detail in this position is paramount. A positive attitude and compassion for kids is essential. Accuracy, cost-effectiveness, and timeliness standards are of critical importance. Must possess strong integrity with respect for confidential information. Must be a team player and have excellent verbal, written, decision-making and interpersonal communication skills. Must be an effective problem-solver who values working in a mission-driven team environment. High-level computer skills are required; experience in Raiser's Edge or Salesforce database is preferred. Completed Bachelor's degree from accredited university is preferred, along with one year non-profit or commensurate experience.

Visit [southdakota.wish.org/about-us/working-with-us](http://southdakota.wish.org/about-us/working-with-us) for more information.

Make-A-Wish South Dakota is EOE/AA/M/F/VID

**Specific Responsibilities Include:**

- Manages the quality of each wish from referral through completion of the wish
- Maintains wish information in Raiser's Edge and Salesforce databases as planning/progression of each wish occurs
- Manages specific aspects involved with each assigned wish, including but not limited to: transportation, accommodations, services, assisting chapters, project planning, medical equipment, necessary medical forms, liability forms and itineraries
- Assists in obtaining in-kind discounts or donations and helps monitor cash costs and adjustment of wish expenses as needed
- Ensures compliance with National policies, guidelines and resources as they relate to the wish-granting program

- Provides excellent customer service and communication to wish children, wish families, volunteers, affiliates, vendors, donors and co-workers
- Assist in wish wrap-up activities to ensure they are completed in a timely manner, including, but not limited to, thank you notes, anecdotal reports, wish receipts, in-kind forms, and wish file close-out
- May help or manage incoming wish assist projects, providing quality customer service in all aspects of wish assist planning
- May share in the chapter's responsibility to provide a 24-hour emergency contact for all wish families
- Provides administrative support to the Program Services Director and Volunteer and Outreach Director
- Develops and executes wish family engagement opportunities

**Other responsibilities:**

- Assist with special events as needed
- Learn and abide by national office and chapter policies and procedures and take the required Make-A-Wish University classes within 90 days of beginning employment
- Participate as a positive, productive member of the team and demonstrate flexibility to work nights and weekends as needed, especially at fundraising and other major events
- Occasional travel, sometimes requiring overnight stays
- Accepts all other tasks as assigned

**Physical and other requirements:** Must be able to lift/carry and handle a minimum of 40 pounds.

Position will require at least 40 hours per week, including some nights and weekends.

A background check is required as dictated by national office performance standards.

Successful candidate must possess a valid driver's license.

**To Apply:**

To apply for this position please submit a resume and cover letter with salary requirements and references to [info@southdakota.wish.org](mailto:info@southdakota.wish.org) or mail materials to: Make-A-Wish South Dakota, Attn: Wish Coordinator position, 1400 W. 17<sup>th</sup> St., Sioux Falls, SD 57104. Only those candidates meeting our requirements will be contacted. Please do not call or stop in about this position and no professional staffing solicitations. The position will be open until filled.