Make-A-Wish MID-SOUTH

Reports to: VP of Program Services

Director of Wishes

*Program Department * Full-Time * Exempt *Memphis, TN*

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 40 years, and together, with our volunteers, donors, staff and supporters, Make-A-Wish Mid-South has granted more than 7,500 life-changing wishes and transformed countless lives.

GENERAL SUMMARY

The Director of Wishes leads the Wish Coordinator team and oversees the successful delivery of wishes. The Director maintains strong knowledge of wish granting processes and policies, monitors the wish pipeline and wish goals, supports staff through complex wish and family situations, and oversees the continuous improvement of the wish experience. They work with wish families, volunteers, and other departments to ensure all elements of the wish are fulfilled and records are maintained.

THE ROLE

Team Leadership & Development

- Recruits, interviews, hires, trains and onboards new Wish Coordinators - providing structured support as they build knowledge, confidence, and independence.
- Leads and develops Wish Coordinators through regular coaching, goal setting, performance feedback, one-on-one meetings, and individualized development plans.
- Conducts quarterly and annual performance reviews in accordance with Chapter practices and addresses performance concerns promptly and constructively.
- Establishes clear expectations and holds team members accountable for service quality, timely progression, accurate documentation, and achievement of individual and Chapter goals.
- Allocates and rebalances caseloads based on team capacity, wish complexity, vacancies, and changing operational needs.
- Guides Wish Coordinators in prioritizing workloads, overcoming operational barriers, and advancing complex or delayed wishes.
- Identifies team training needs and coordinates ongoing learning related to wish-granting policies, systems, family service, and operational practices.
- Builds team capacity by encouraging cross-training, knowledge sharing, professional development, and succession readiness.
- Fosters a supportive, collaborative, and accountable team culture focused on continuous learning, operational excellence, and an exceptional wish family experience.
- Creates a supportive and accountable team environment that encourages collaboration, continuous learning and improvement, and shared responsibility for Chapter wish goals.

Wish Operations & Performance

- Oversees the wish granting process, ensuring wishes progress appropriately and consistently, and wish goals are met.

- Maintains visibility into the Chapter's wish pipeline and monitors progress toward monthly and annual wish goals.
- Maintains strong knowledge of Make-A-Wish policies, National Performance Standards, Chapter procedures, and wish granting resources; communicates relevant updates to staff.
- Serves as primary resource for Wish Coordinators regarding wish processes, policies, approvals, budgeting, and complex wish situations. Ensures wish records and documentation are maintained accurately in Salesforce.
- Reviews and approves wish budgets, expenses and payables within established approval authority and ensures appropriate documentation is maintained.
- Monitors wish costs and in-kind support, helping the team utilize available resources while maintaining the quality of the wish experience.
- Supports wish forecasting and provides Leadership with visibility into wish volume, timing, costs, capacity and emerging operational needs.
- Partners with the VP of Mission Delivery and other Program staff to support effective Program operations.
- Collaborates with Volunteer, Finance, Development, Marketing & Communications, and other departments as needed to support wishes.
- Supports wish assists as requested by other Make-A-Wish Chapters.

Wish Granting:

- Maintains a small personal caseload while prioritizing responsibility for leadership and support of the Wish Coordinator team.
- Builds relationships with wish families and provides timely and clear communication throughout the wish process.
- Coordinates all necessary wish arrangements, approvals, documentation, budgets, expenses, and logistics.
- Identifies and secures appropriate in-kind support for assigned wishes and supports the team in maximizing in-kind opportunities.
- Monitors assigned wishes to ensure they progress in a timely manner and proactively addresses barriers or delays.
- Maintains complete and accurate documentation in Salesforce.
- Completes wish reconciliation and closeout accurately and within established timelines.
- Coordinates assigned wishes in accordance with National Performance Standards and Mid-South Chapter Policies and Guidelines
- Performs other related duties as assigned or requested.

REQUIRED SKILLS & CORE COMPETENCIES:

- Education and experience:
    - Bachelor's Degree from a four-year college or university. Multiple years of work experience will be considered.
    - Minimum of 5 years of work experience, with a minimum of three years of direct supervising, coaching and developing employees.

- People leadership:
    - Demonstrated ability to coach, motivate, evaluate, and hold employees accountable while fostering a collaborative team culture.
    - Skilled in balancing workloads, addressing performance concerns, and aligning team priorities with organizational goals.
- Communication & Relationship Management

    - Excellent written, verbal, and interpersonal communication skills, with the ability to build effective relationships with families, volunteers, staff, vendors, donors, and community partners.
    - Handles sensitive or difficult conversations with professionalism, empathy, confidentiality, and discretion.
    - Bilingual proficiency, particularly in English and Spanish, is preferred to support effective communication with diverse wish families.
- Problem-Solving, Judgment & Compliance
    - Excellent written, verbal, and interpersonal communication skills, with the ability to build effective relationships with families, volunteers, staff, vendors, donors, and community partners.
    - Handles sensitive or difficult conversations with professionalism, empathy, confidentiality, and discretion.
- Planning & Adaptability
    - Strong organizational skills with the ability to manage multiple priorities, deadlines, and changing operational needs in a fast-paced environment.
    - Demonstrates attention to detail, sound judgment, and flexibility when responding to urgent or unexpected circumstances.
- Technology & Data Management
    - Proficient in Salesforce, Microsoft Office, and data management, with the ability to learn new systems quickly.

WHAT WE OFFER

- Competitive salary - $65,000
- Paid time off:
    - Vacation – 12 days per year, increasing with tenure;
    - Personal Leave – 12 days per year; and
    - Holiday – 12 days per year.
- 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 match after completion of six months of service.
- Employee Awards and Recognition Programs.

HOW TO APPLY

To apply, please send a cover letter, resume and salary requirements to careers@midsouth.wish.org. Applications without a cover letter may not be considered.

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.